Cisco live!

What You Make Possible

TOMORROW starts here.

CISCO

Enhanced Survivability for Enterprise and Cloud based UC (E-SRST)

BRKUCC-2350

Agenda

Survability

- ISR G2 Capabilities
- Deployment Model
- Importance of Survivability
- SRST version 9.1

Cloud Survivability

- SRST now available with HCS

Enhanced Survivability

- NEW solution
- Enhanced Capability
- SRST Manager 9.0 *** NEW Branding ***

Technical Deep Dive

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Integrated UC Architecture on the ISR G2

Only Cisco UC uses the full power of the Network.

Deployment Flexibility

Superior Voice Quality

Lower OpEx, Better ROI, Green

More Efficient Use of IT Resources

Survivability, Disaster Recovery

Easier Migration to IP

Application Optimisation

UC as a Network Service

CDP • Auto QoS • VLANs • RSVP • POE • Priority Queuing • SRST • E-911 • Protocol Translation • Codecs • DSPs

Integrated Applications on ISRs

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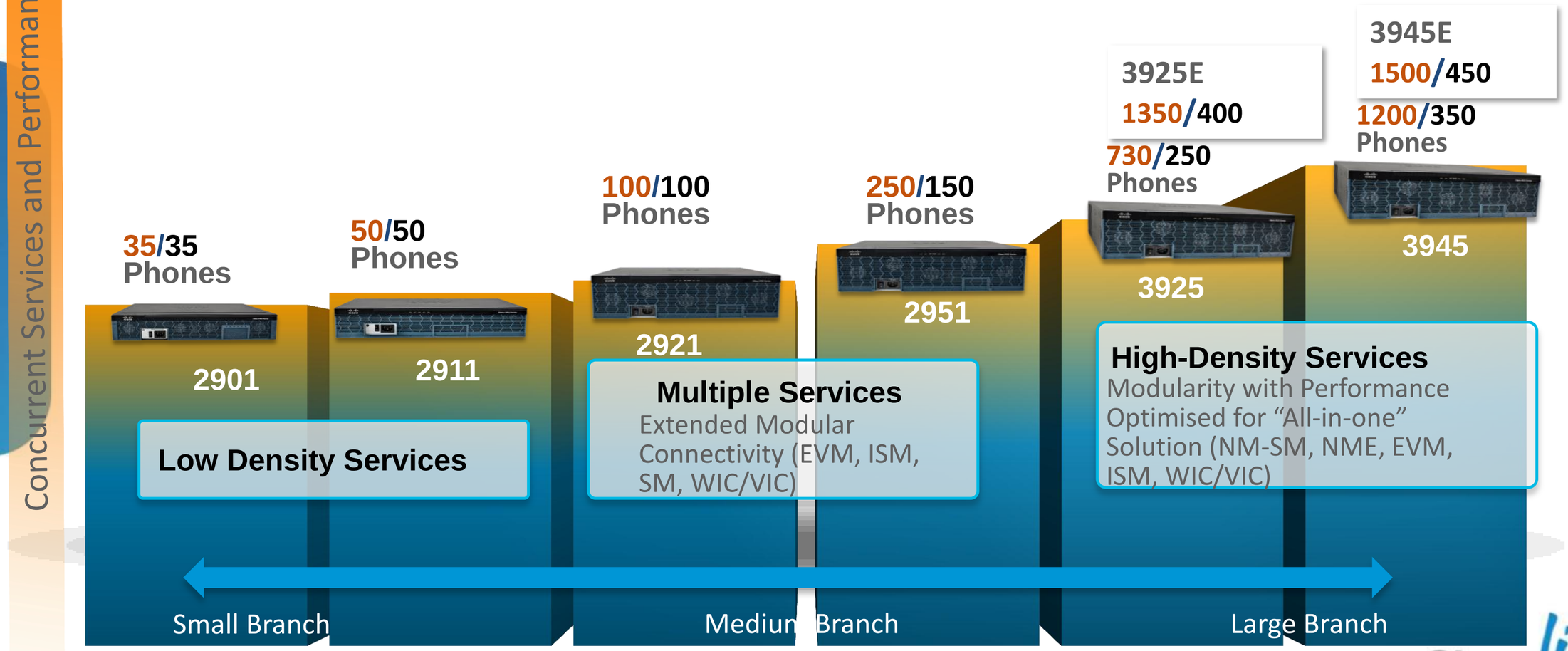
Cisco SRST and E-SRST Capacity on ISR G2

Cisco Unified E-SRST

Cisco Unified SRST



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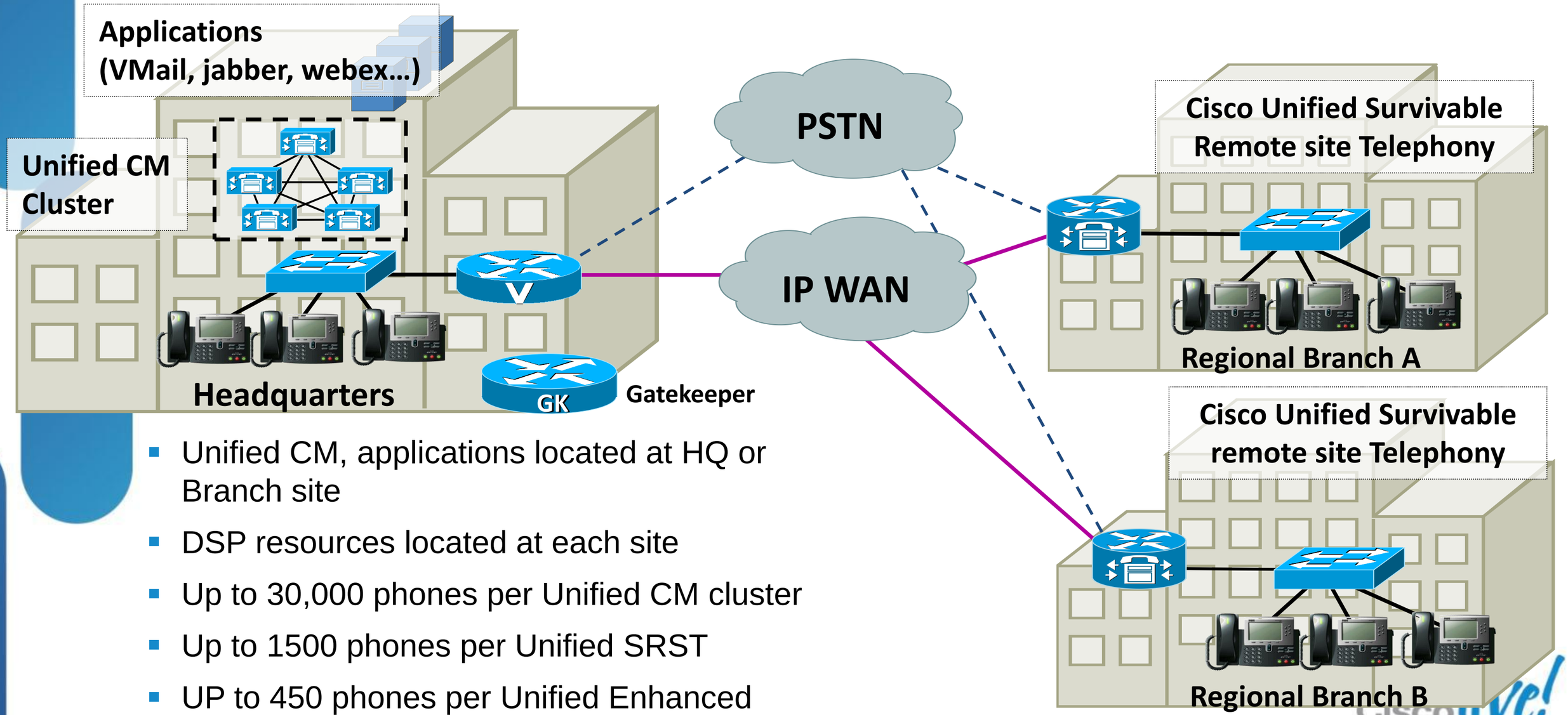
Deployment Models and Importance of Survivability

Deployment Models

Centralised Call Processing (Unified CM-Unified SRST Model)



- Unified CM, applications located at HQ or Branch site
- DSP resources located at each site
- Up to 30,000 phones per Unified CM cluster
- Up to 1500 phones per Unified SRST
- UP to 450 phones per Unified Enhanced SRST

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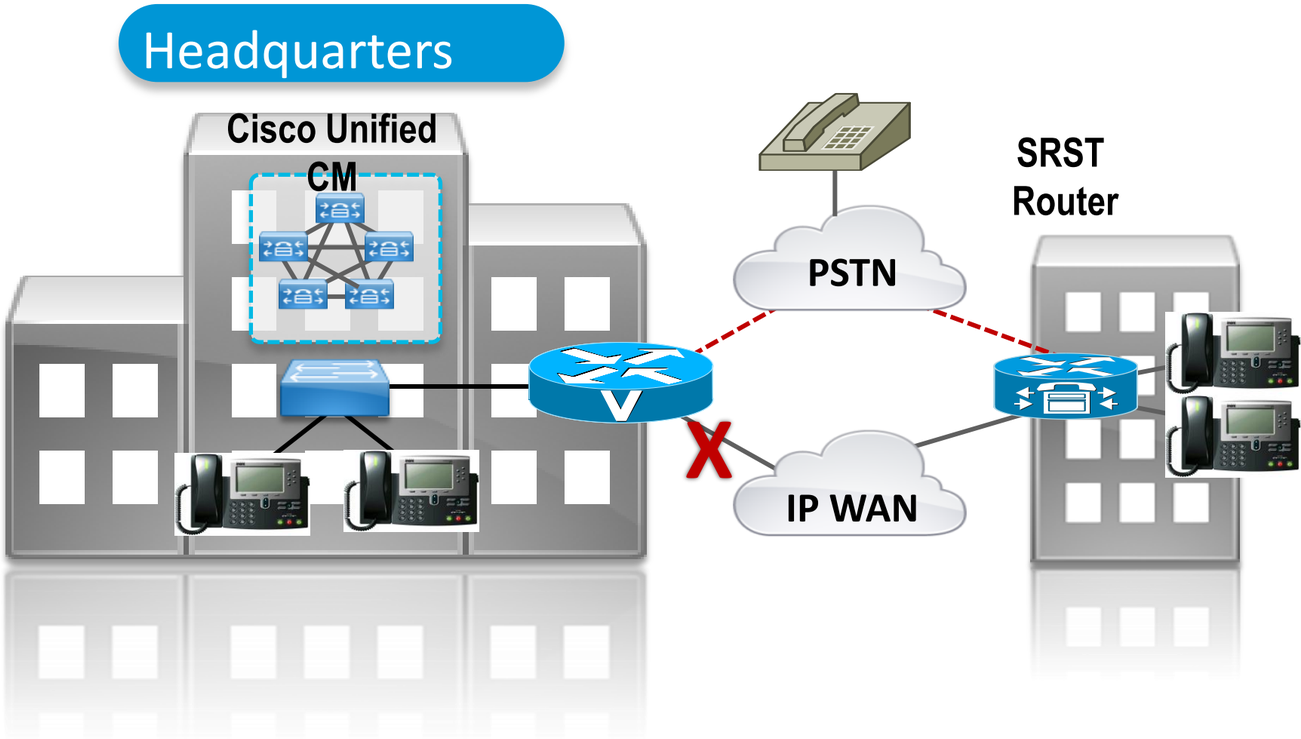
SRST Explained…

SRST Branch Telephony Survivability

- Provides Telephony Survivability during WAN outages
- Uses Cisco router to auto register & provide local call processing — no manual intervention required
- SRST IP phone calls remain secure
- When WAN is available, IP phones auto-revert back to the Primary Call Control
- Calls in progress stay connected during WAN failure/restore



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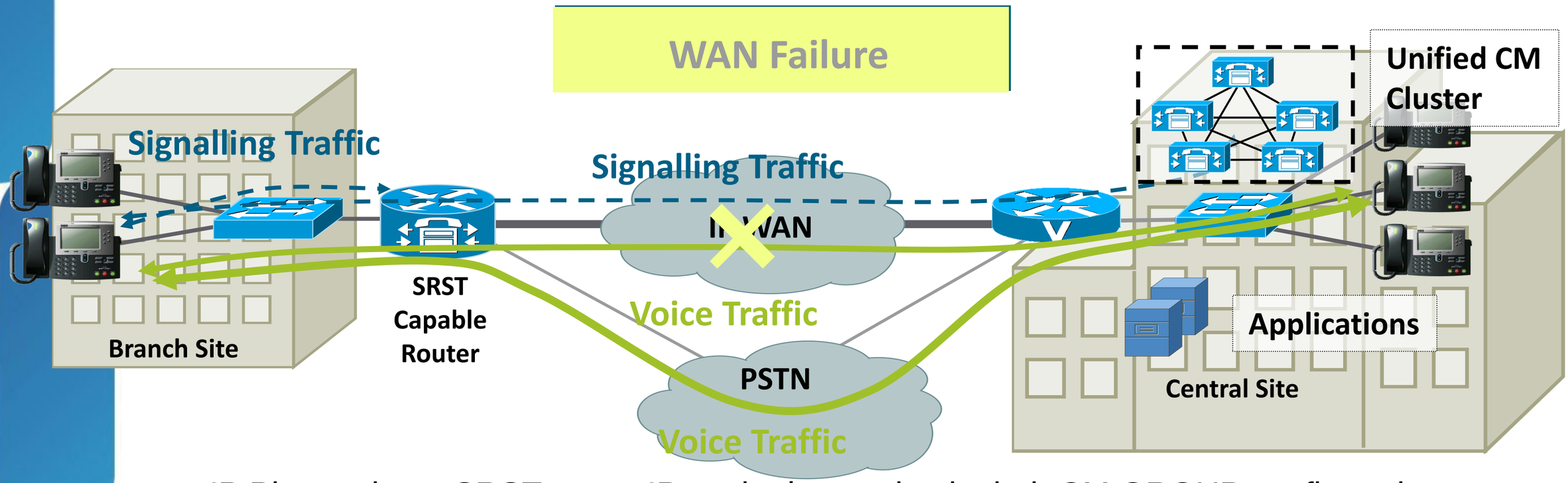
SRST Call Flow: Failover and Redundancy



- IP Phones have SRST router IP as the last option in their CM GROUP configuration
- Support for both SIP and SCCP IP Phones
- With SRST, only a **subset** of features are available to the phones
- H323 PSTN GW connectivity option during failure modes via VoIP/POTS dial-peers; MGCP GWs require the 'MGCP Fallback to H323' feature

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Unified SRST IOS Release Version Summary

SRST Release Version	IOS Version
CME/SRST 4.1	12.4(15)T(7th Release)
CME/SRST 4.2	12.4(11)XW3
CME/SRST 7.0	12.4(20)T
CME/SRST 7.1	15.0(1)M2
CME/SRST 8.0	15.1.1T
CME/SRST 8.1	15.1.2T
CME /SRST 8.5	15.1.3T (Nov 2010)
CME /SRST 8.6	15.1(4)M
CME / SRST 8.8	15.2(1)T
CME / SRST 9.0	15.2(2)T
CME / SRST 9.1	**15.2(4)M (July 2012)**

CME/SRST 8.6 with 15.1(4)Mx is the Golden Release - recommended release for most customers

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Cisco Unified SRST 9.1

FCS July 2012 (IOS 15.2(4)M)

NEW

KEM Module Support

Voice hunt group for E-SRST

Cisco Unified SRST 9.1

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SRST now Supported on low end 88x

Support for small 5 user Branches

- **Maximum flexibility in minimum footprint**

Secure voice router for Managed Service Providers

- **Small Site Survivability for the Cloud**
- **Quick Time to market**

Three new platforms

- **c881-V-K9, c887VA-V-K9, c887-VA-V-W-E-K9**

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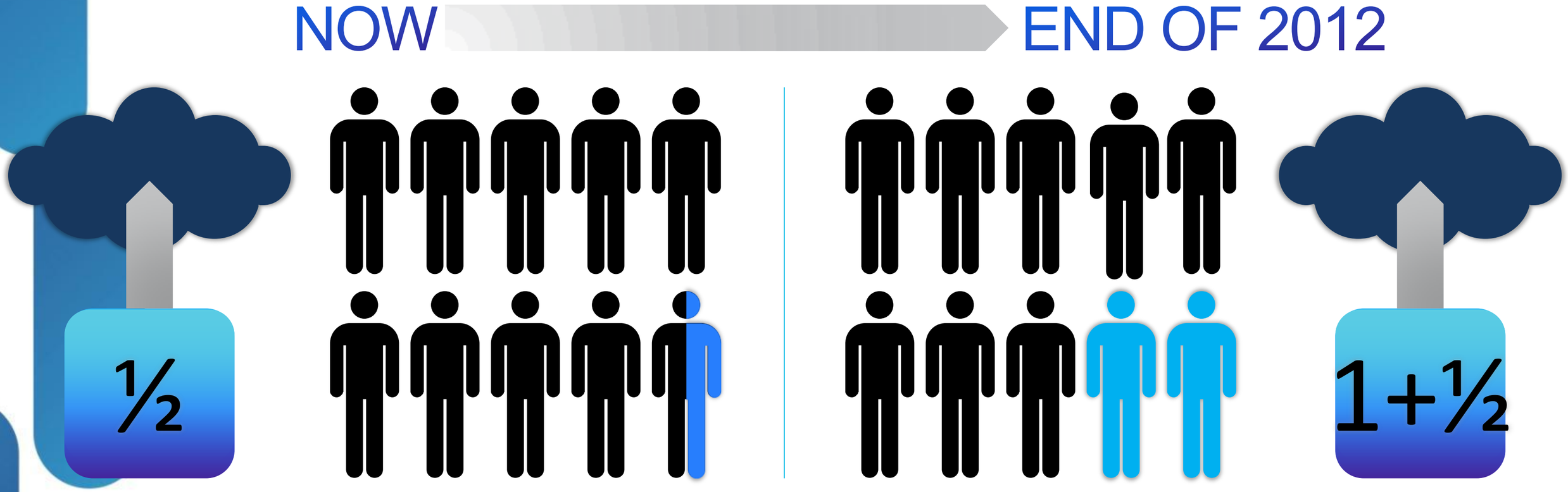
Cloud Survivability

Cloud Deployments Expected to Increase Significantly by the End of 2012



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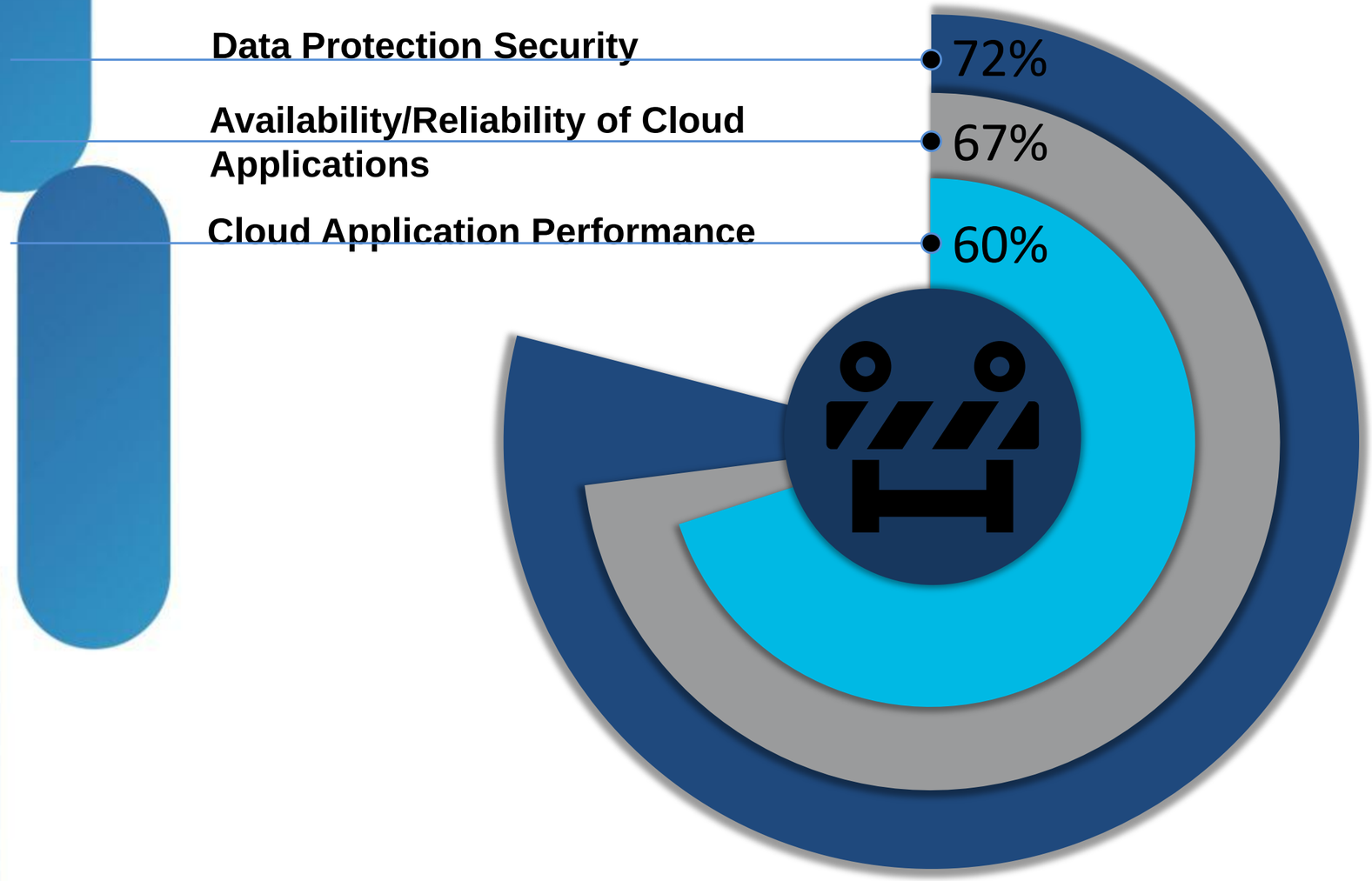
Top Infrastructure Roadblocks to Cloud Migration



During the cloud migration process, data protection security was cited as one of the top network challenge for preventing a successful implementation of cloud services, followed by availability/reliability of cloud applications, device-based security and cloud application performance.

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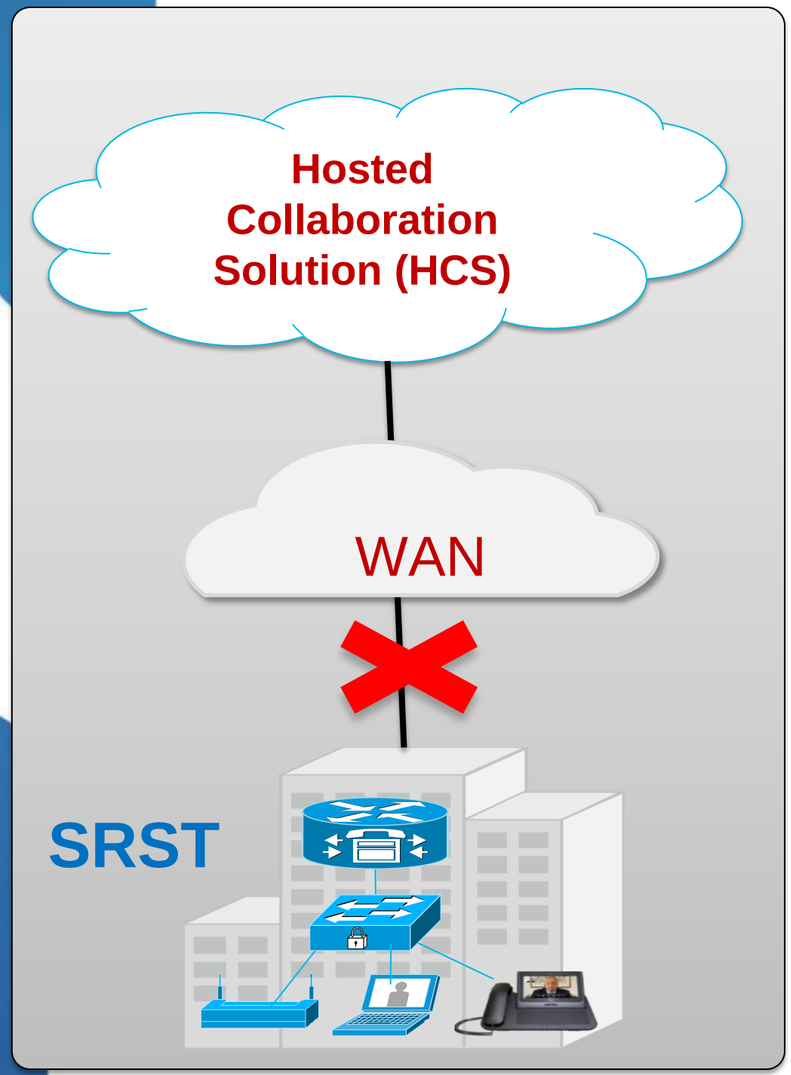
SRST available with HCS 9.0 ! (FCS Aug 2012)



HCS now includes Telephony Survivability

Cisco Solution

Survivable Remote site Telephony (SRST) on ISR G2
Support for Cisco Hosted Collaboration Solution (HCS)

Customer Benefits

- **Higher availability and business continuity for an end user when no access to cloud**
- **Business resiliency through Survivable Telephony- provides continuous access to services**
- **Intelligent and automatic failover - no manual intervention required**

Partner Benefits

Easier sales process – helps overcome customer concerns about cloud reliability

Ensures continued productivity for cloud delivery

© 2

Quiz

- What IOS version contains SRST 9.1 ?

- A 15.1(3)T
- B 15.2(1)M
- C 15.1(4)M
- D 15.2(4)M

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Enhanced SRST

Branch Employees are Growing

2012 Branch Growth Rebounding

90% of new employees work in branches

35% of employees work in the branch

Source: Nemerts Research Virtual Workplace—Branch Office Strategies

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Today's IT Branch Challenges

Consistent Access to Services

- Business continuity during WAN failures

Lower Operational Costs

- Moves, adds, changes
- Reduce Deployment time

80% of IT Time Spent on Keeping the Lights on (Gartner)

*Forrester Enterprise Study, 2011

**Forrester WAN Optimisation Survey, Dec 2010.

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Good is NOT enough !

Need to be Fantastic

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Cisco introduces Enhanced Survivabilty!!

Branch Survivable Provisioning Infrastructure

Enhanced user experience in survivability mode

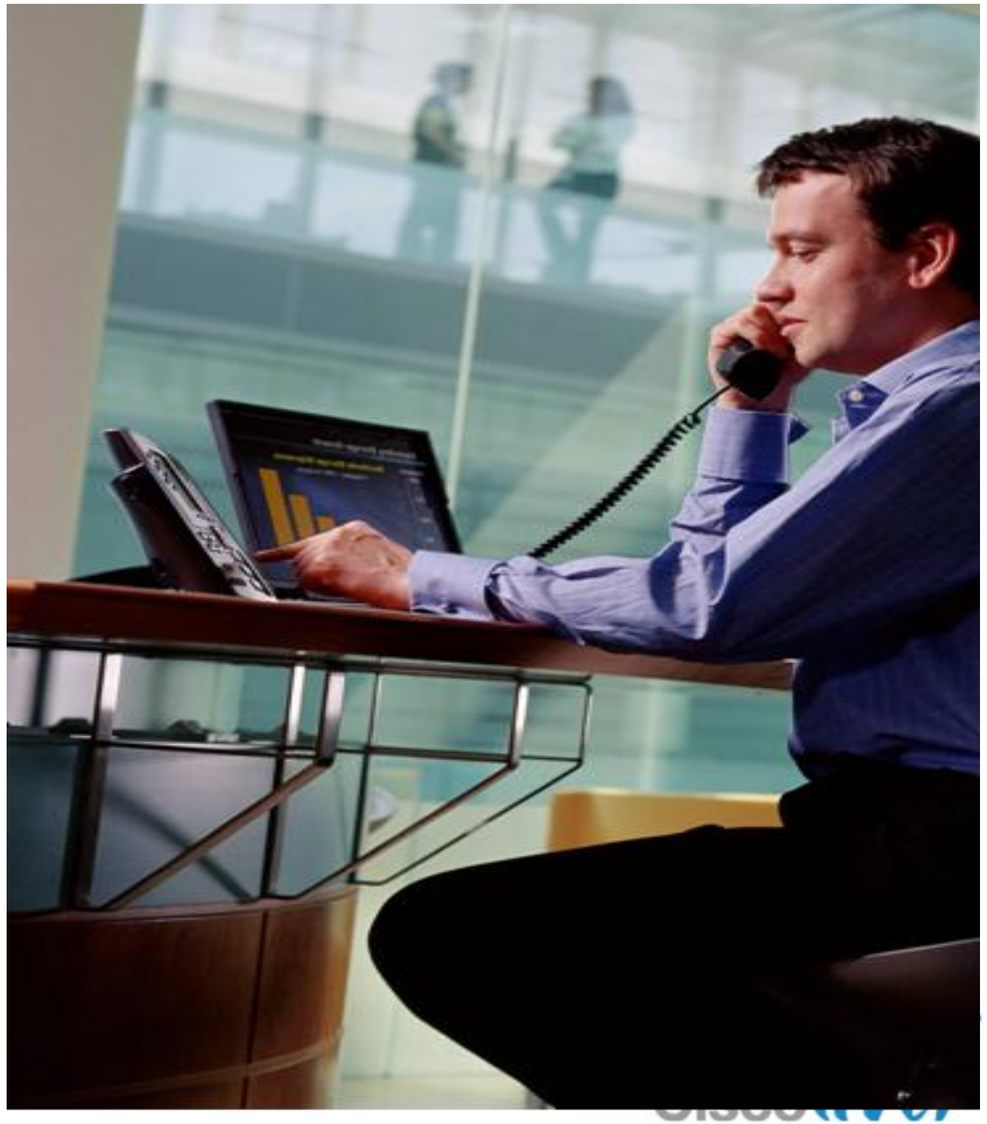
- Device display and phone user operations are identical in survivable mode

Automatic branch provisioning and centralised management

- Automatically provisions remote branch sites
- Always in-sync with the centralised Cisco UCM and pushes the updates to the Branch routers
- Manages new adds and migration

Continuous security & billing restrictions

- Access and security control
- Digit manipulation for both incoming and outgoing calls



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Cisco Has Branch Telephony Survivability Options to Meet All Needs

SRST

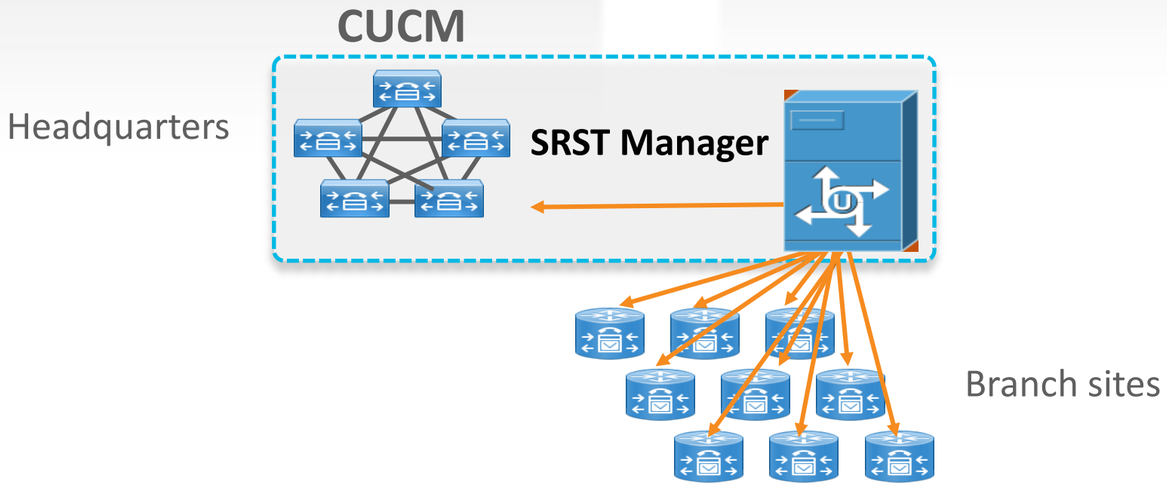
Ideal for customers who require:

- Basic phone features during failover
- Support of SIP & SCCP phones
- Supports Cisco Unified CM and Cisco Unified CMBE

E-SRST

Ideal for customers who require:

- Full phone features during failover
- Hunt Group, Park Pickup, Speedials
- Simplified administration
- Automated provisioning & deployment
- Better security
- Supports Cisco Unified CM only



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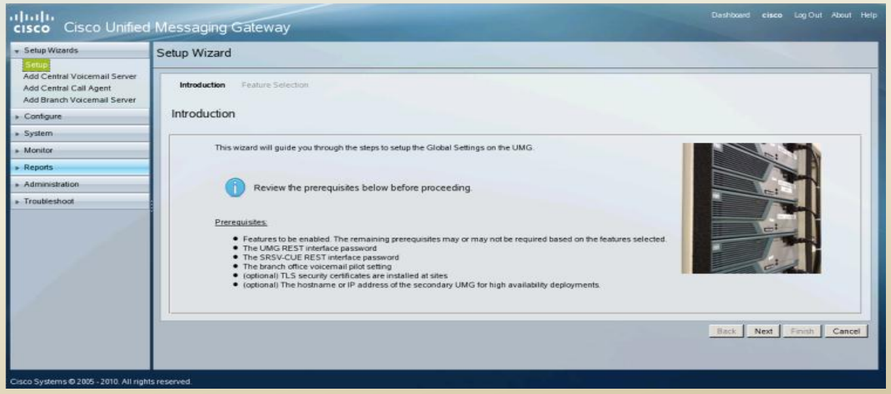
Enhanced Branch Survivability Experience

- ***Centralised Management & Provisioning for 1000 + SRST sites***
- ***Simplified GUI***
- ***LOW total Cost of ownership***



Classic SRST

Enhanced SRST

Dial Plan Management

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Enhanced SRST Drives Additional Savings

	SRST	E-SRST	Savings with E-SRST
Time to Deployment	Months (manual)	Days (automated)	$$$$
Branch Maintenance (moves, adds, changes)	Manual	Automatic	$$$$
Solution Cost	$	$	-
Employee Productivity During Failover	Good	Best	$$$$
	Total Savings with E-SRST		$$$$

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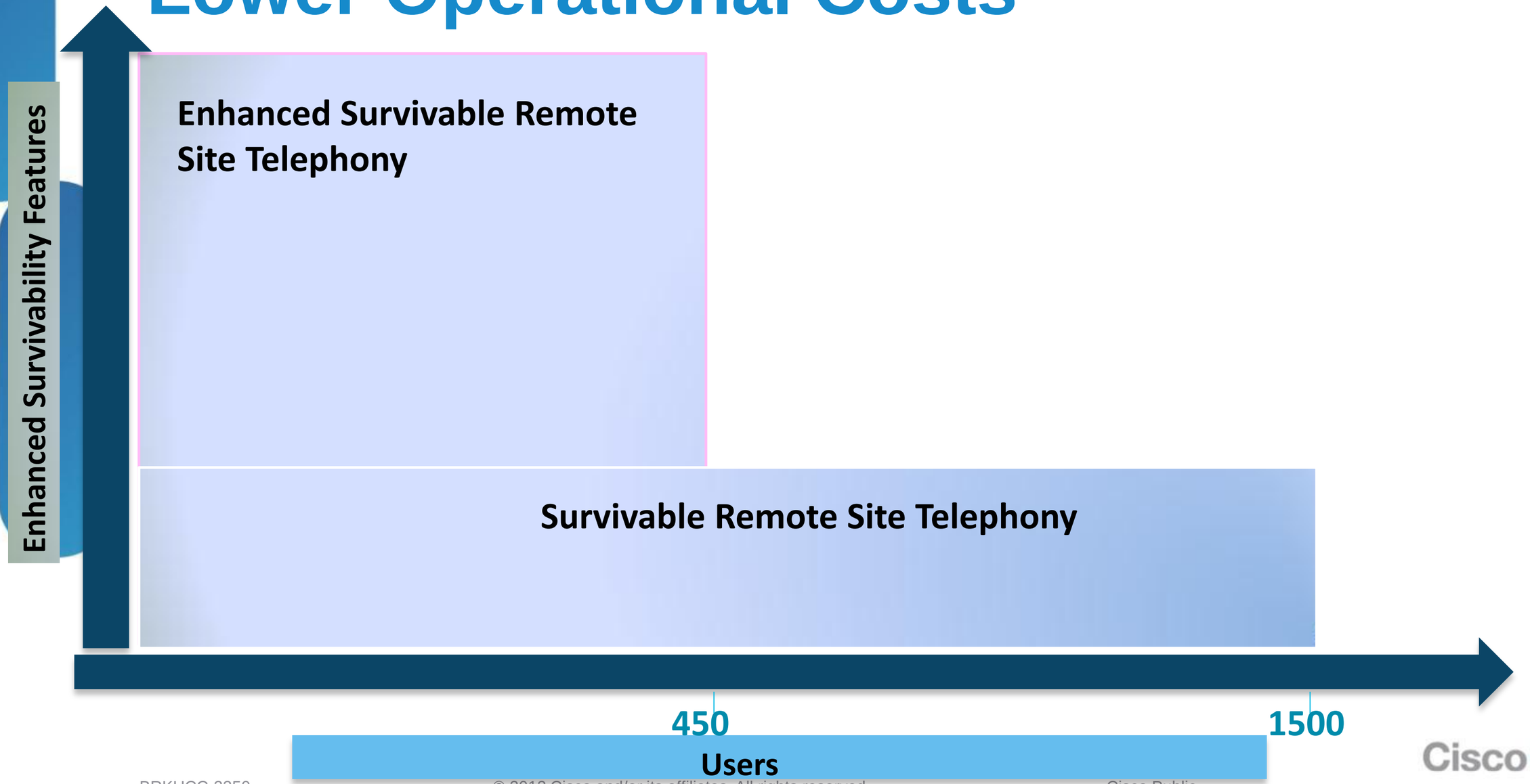
Cisco Enables Branch Survivability & Lower Operational Costs



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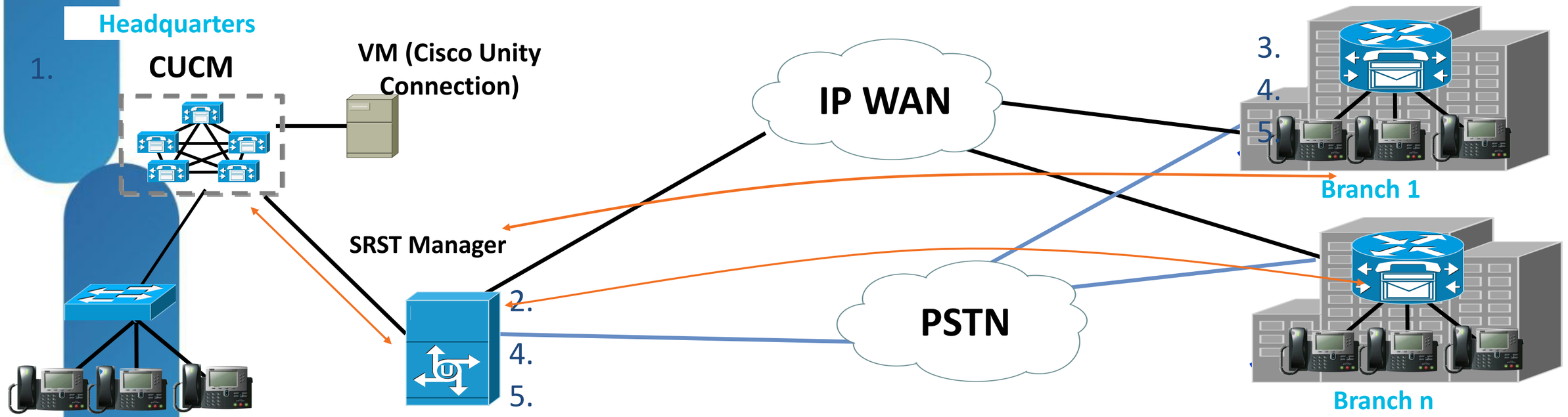
Enhanced SRST– Solution Provisioning



1. Provision the branch in CUCM
2. Configure SRST Manager to connect to CUCM for provisioning info
3. Provision branch router for IP connectivity and credentials
4. SRST Manager sends provisioning information to each branch Router for Phone users , dialplan restrictions etc
5. SRST Manager maintains any moves, adds and changes across HQ and branches

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Quiz

- Enhanced SRST solution offers the following (Select the Odd one out)

- A Enhanced end user experience
- B Automatic Branch provisioning
- C Supports 300 users
- D Centralised Management

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SRST Manager 9.0

SRST Manager 9.0

FCS Aug 2010

NME-UMG

Virtualisation

- SRST Manager 9.0 *** New Branding***
- Replaces the UMG module
- De-couples software from hardware
- Virtualised image
- Supported on all servers that Support Esxi version 4.1 and higher
- Supports more Nodes then UMG module
- Removes the dependency of an ISR at the datacentre

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Cisco Unified SRST Manager 9.0

NEW

FCS Aug 2012

Virtualisation

SIP Phones

Classic SRST

Dialplan Management (Controlled release)

Enriching the Survivability Experience

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Cisco Unified SRST Manager 9.0

Enhanced Survivable Remote Site Telephony

Agenda

- Overview of SRST Manager
  - Virtual Machine
  - Configuration flow
  - Prerequisites of SRST Manager
- Features of enhanced Survivability
  - E-SRST feature survivability
  - Dialplan Management
- Performance
  - Provisioning methods
  - CPU and bandwidth utilisation
- Troubleshooting Techniques

  Monitoring and Reporting
- Caveats

Session will end with a Quick

DEMO

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Cisco Unified SRST Manager

Benefits

- Automates E-SRST and/or SRST CLI configuration.
- Positive impact on OPEX. For example: To manage 100 E-SRST sites where each site has 30 users requires ~3000 CLI commands for basic survivability features. SRST manager automates the entire task.
- SRST Manager is a *free* application.
- SRST Manager is a virtual appliance able to run on any Vmware ESXi host

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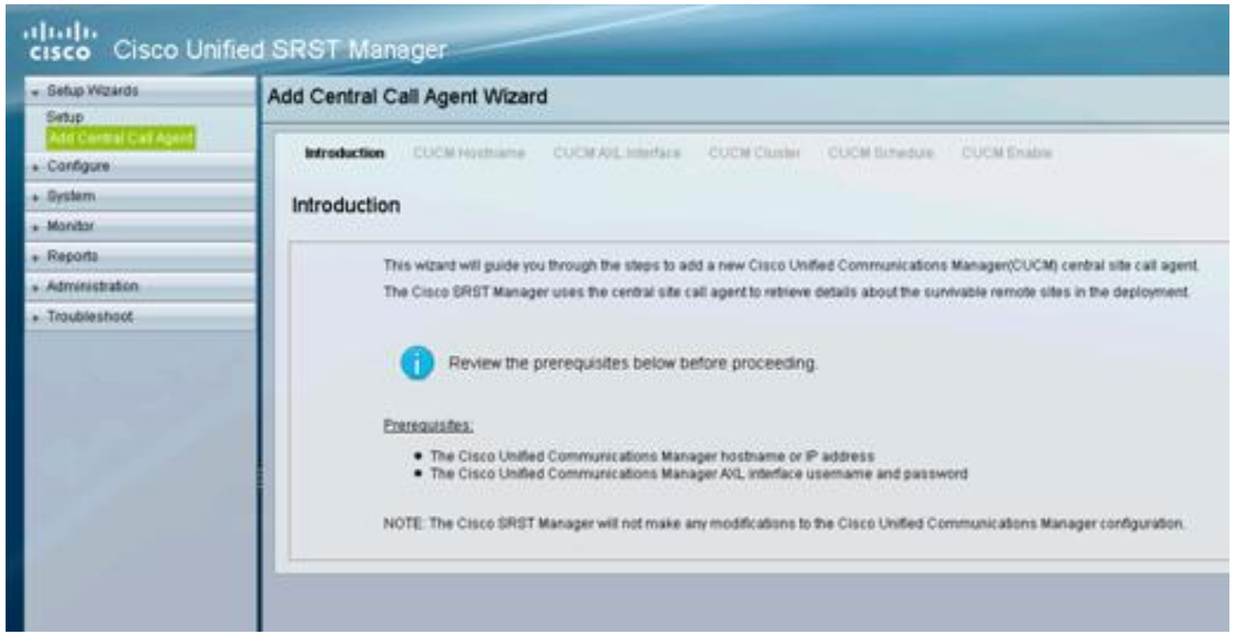
Cisco Unified SRST Manager - Overview

- SRST Manager is a Cisco application that runs on a virtual machine
- Connects to Cisco UCM to read configuration and translates configuration to CLI and provisions SRST routers
- SRST manager is compatible with Cisco UCM and Cisco Business Edition 6000 versions 8.6, 9.0 and above



- Automates CLI provisioning of SRST site routers, greatly impacting OPEX and improving SRST site resiliency
- Supports classic SRST and Enhanced SRST provisioning

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Cisco Unified SRST Manager

Overview

- E-SRST supports surviving enhanced features (e.g. dial plan, user specific phone configuration)
- One SRST Manager can manage ~2000 SRST or E-SRST sites
- Troubleshooting made easy with Troubleshoot tab menu and Dashboard
- Supports both SCCP and SIP end-point survivability configuration
- Supports mapping and provisioning Class of Restrictions from Central Cisco UCM to SRST site
- Supports mix of SCCP and SIP end-points
- No support for SRSV (voicemail failover)

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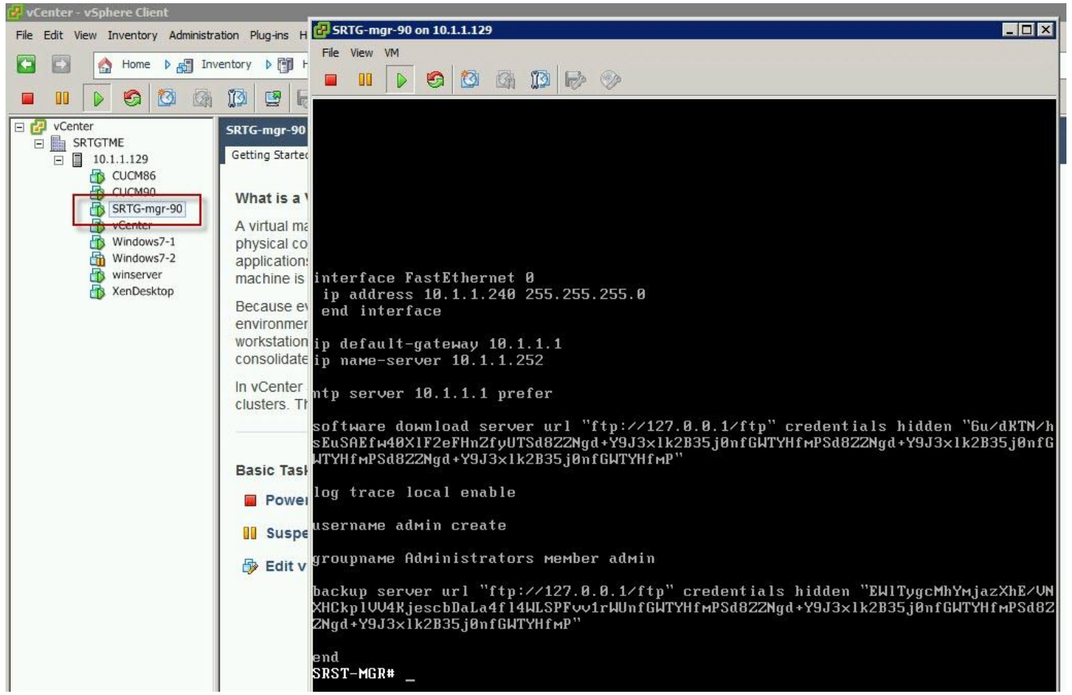
Cisco Unified SRST Manager

Virtual machine

- Supported on Vmware ESXi 4.1 and 5.0
- SRST Manager virtual machine is delivered in a .ova file. The .ova file includes the SRST manager application software
- Virtual machine reserved resources:
  - 1 vCPU
  - 1GB memory
  - 25GB storage min. (thin provision is recommended to allow for growth as needed, 256GB max.)
  - 1 vNIC
  - OVA file will automatically configure these setting when deployed
- Runs on Cisco UCS, UCS-E and any third-party virtualised server
- Supported on UC on UCS TRC's (Tested reference configurations)



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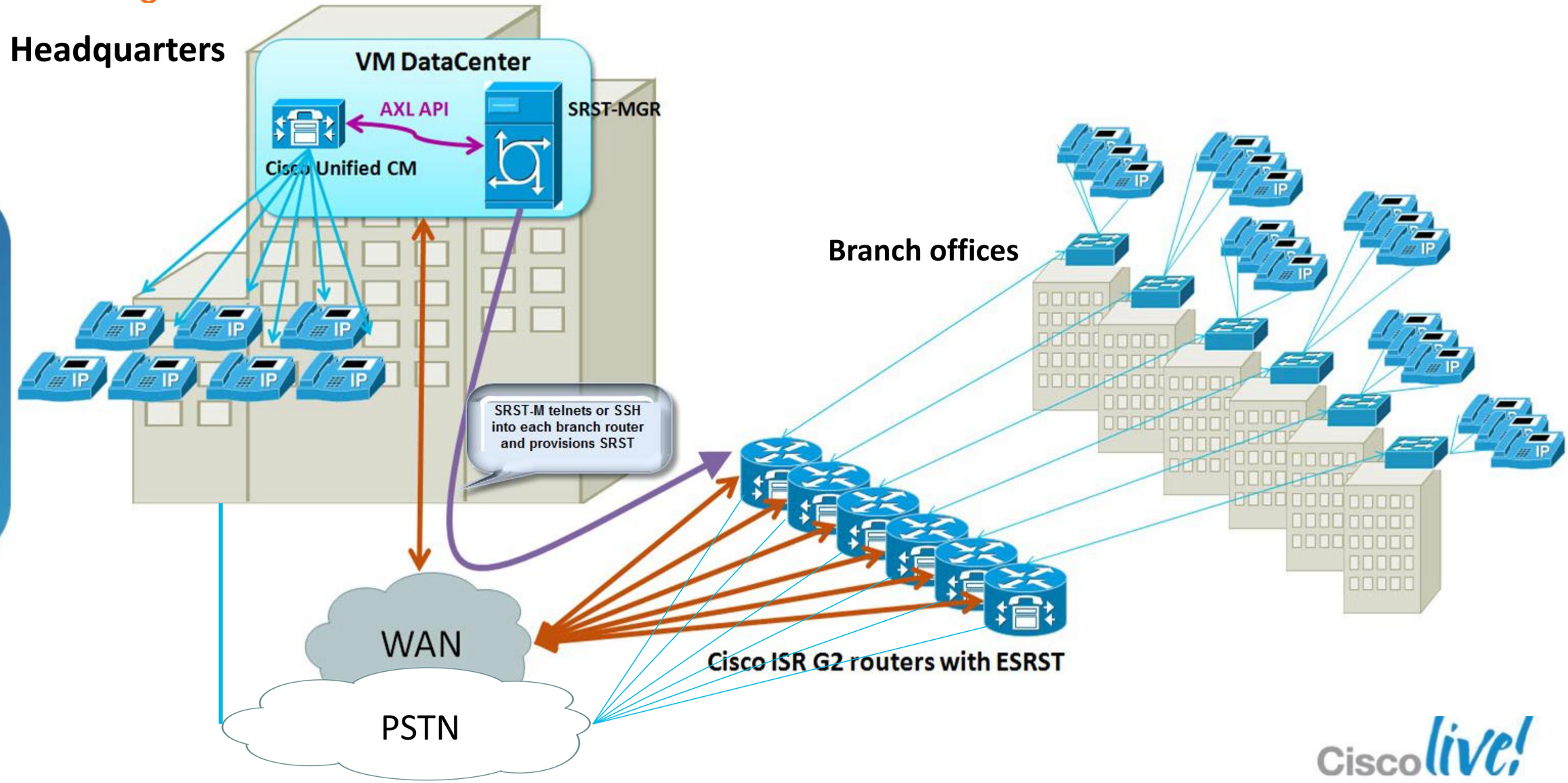
Cisco Unified SRST manager

Configuration flow



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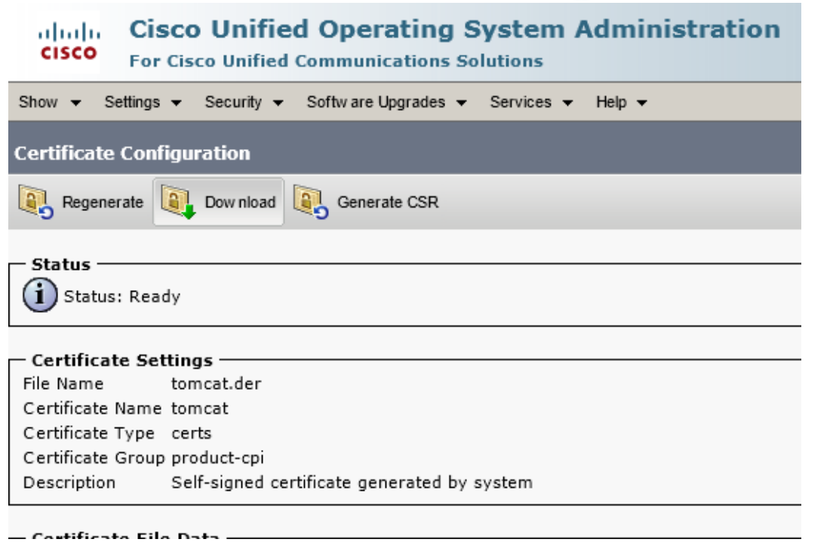
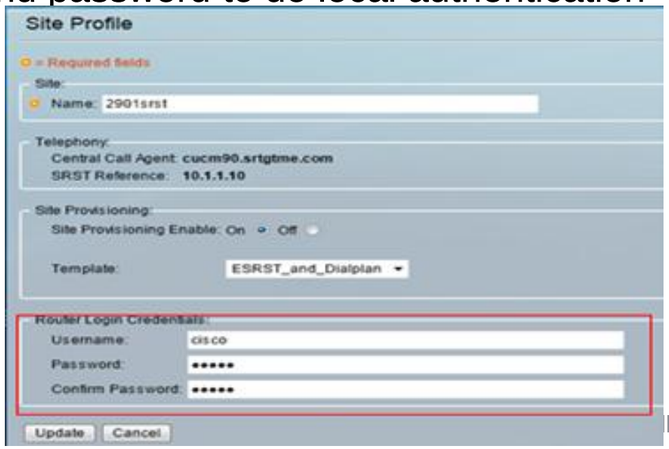
Prerequisites to configure SRST Manager

- The Tomcat certificate from Cisco UCM needs to be uploaded to SRST Manager in order to establish a trusted HTTPS connection. For certificate download details see http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/cucos/8_6_1/cucos/iptpch6.html#wp1061671
- Requires DNS network services to resolve Cisco UCM FQDN and certificate verification
- Cisco UCM has been configured with users and devices and devices have been assigned to SRST/branch sites, via the device pool configuration
- SRST site routers must be configured to allow connections from SRST manager, the connection can be telnet or SSH
- SRST manager needs to be updated with new SRST site username/password
- The 'enable' password is not required, SRST manager uses username and password to do local authentication





Configure username and password, requires privilege level 15:
username *name* **privilege 15 password** *password*
line vty 0 4
login local
Choose wether to use telnet or SSH:
Configure telnet:
transport input telnet
OR
Configure SSH:
transport input ssh

Configure HTTP services:
ip http server
ip http authentication local
Enable or disable the HTTPS secure server, depending on whether TLS is enabled on the Cisco Unified SRST Manager:
•If TLS is enabled on the Cisco SRST Manager, enter the following command:
ip http secure-server
•If TLS is disabled on the Cisco SRST Manager, enter the following command:
no ip http secure-server
If TLS is disabled on the Cisco SRST Manager, this setting is required for the CUCM voice configuration to be downloaded to the branch router.
Set the IP HTTP timeout policy using the following command:
ip http timeout-policy idle <1-600>

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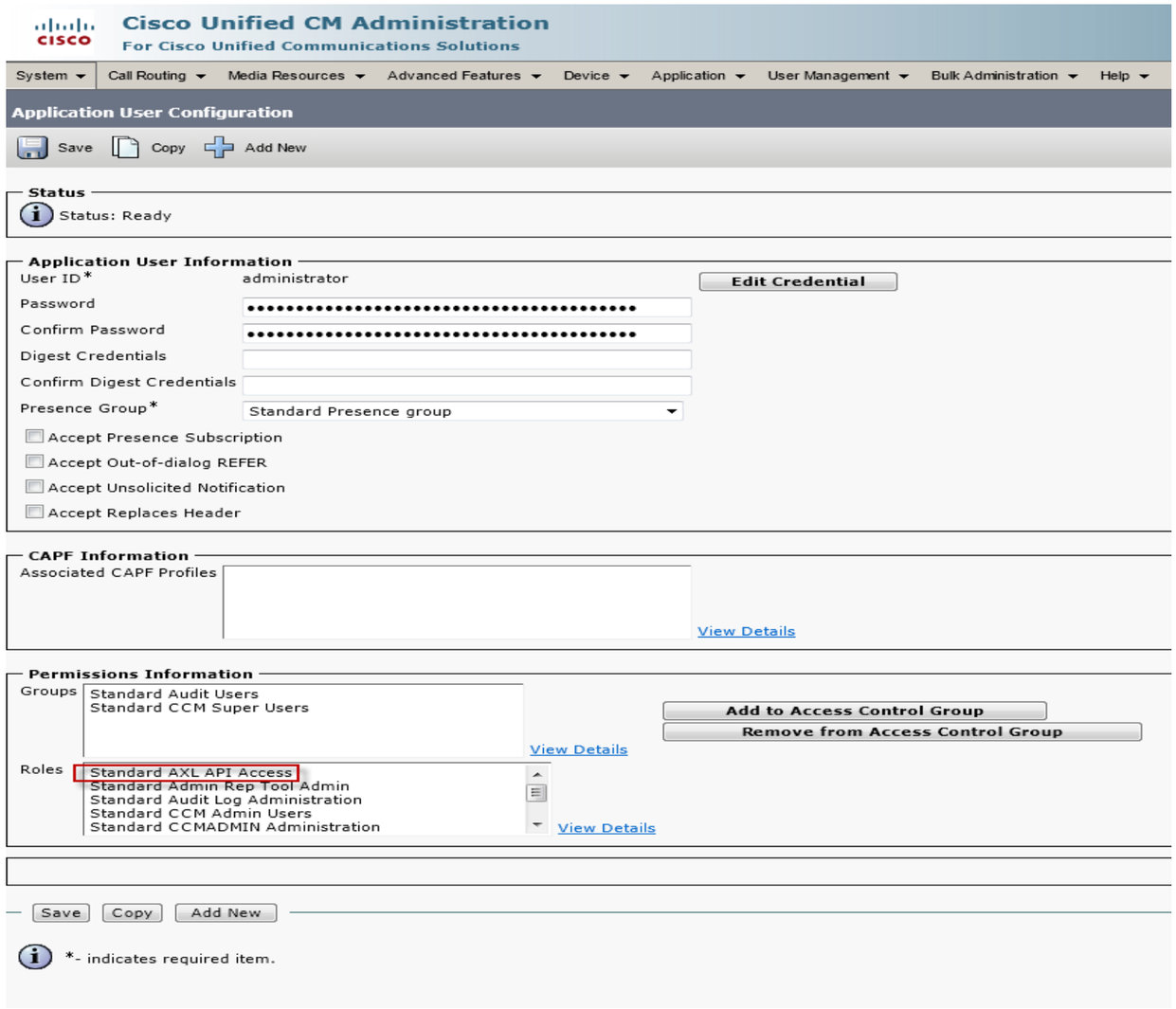
Prerequisites to configure SRST Manager

Continued



An Application User with the Standard AXL API Access Role must be configured. SRST Manager needs the credentials for this user to connect to Cisco UCM and retrieve SRST site configurations

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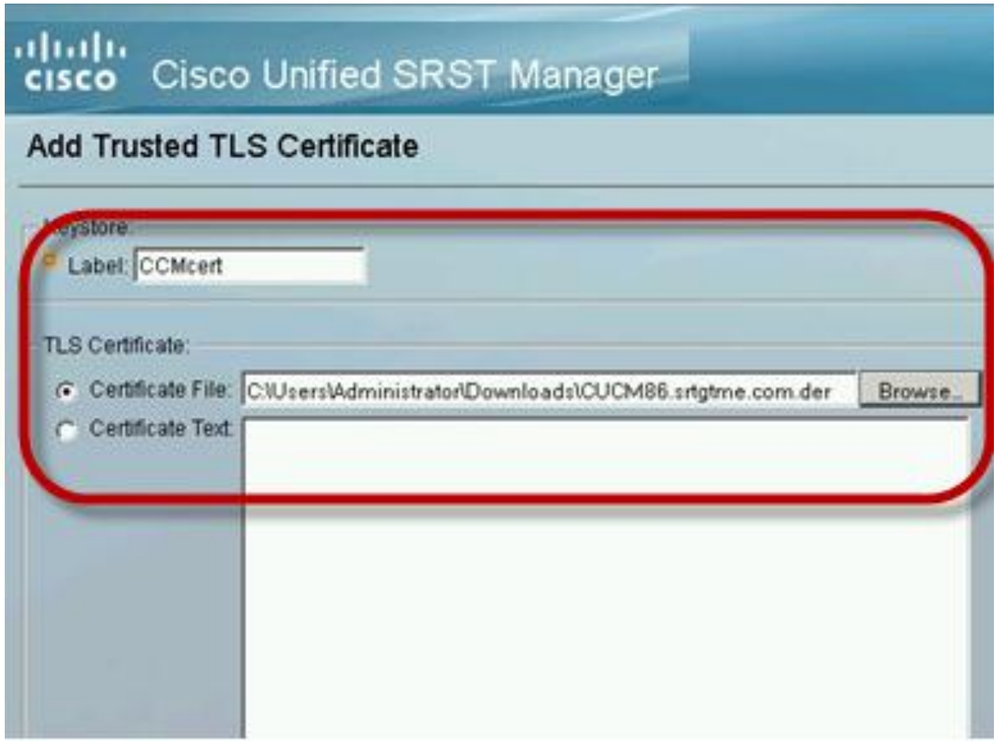
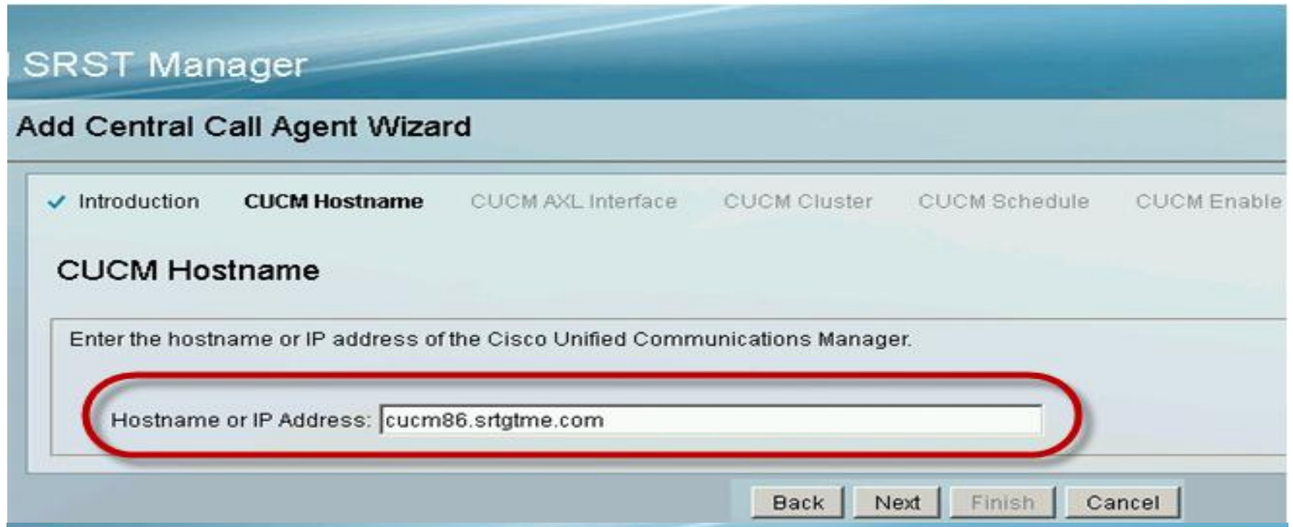
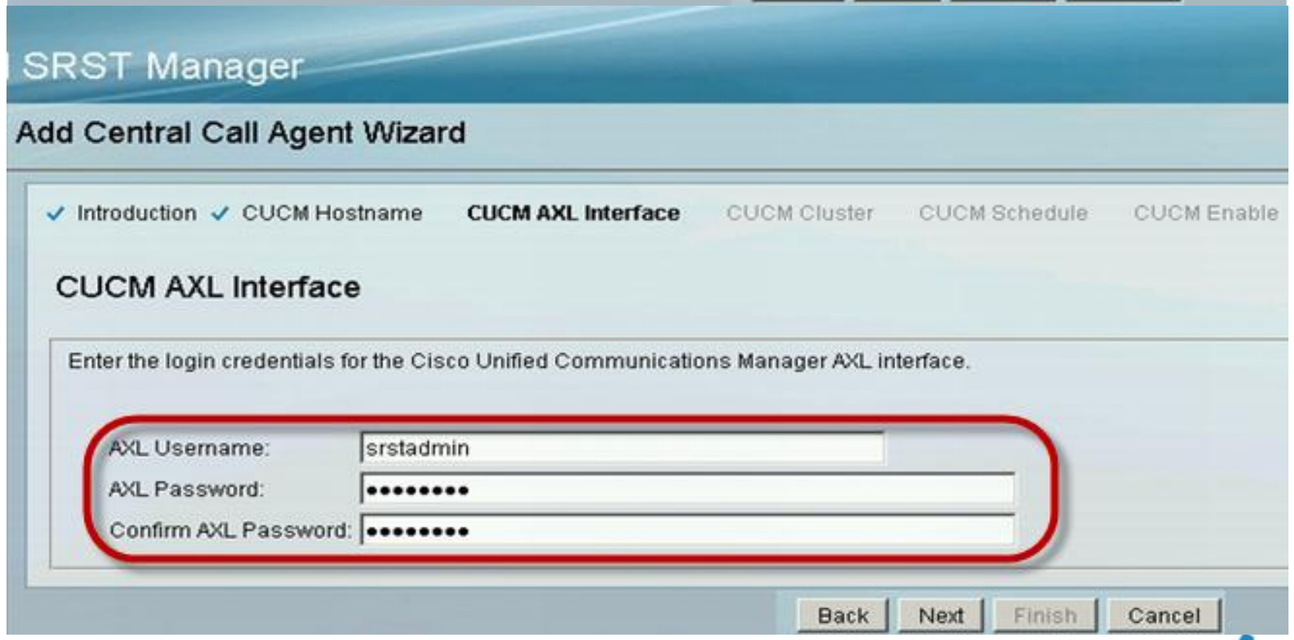
Cisco Unified CM with Cisco Unified SRST Manager

- The tomcat certificate must be uploaded to SRST manager before adding the CUCM publisher server for SRST site discovery







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Cisco Unified SRST Manager

Enhanced-SRST for IP phones

- SIP phones are now supported with enhanced SRST
  - Voice register global
  - Voice register pool
  - Voice hunt-group
  - Sip registrar service
- Phone configuration survivability (e.g. Speed-dials, hunt-group, call pickup/park)
  - SRST manager retrieves all SRST sites from CUCM DB and provisions all IP phones assigned to SRST site
  - In CUCM IP phones are assigned to “device pool” with which in turn has a “SRST “ site reference assigned
  - Cisco UCM IP configuration gets correlated to E-SRST “ephone” and/or “voice register pool” configuration
  - Support for both SCCP and SIP phones
- Capacity of users per SRST site
  - E-SRST supports supplementary user features and scales to numbers inline with CME

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Cisco Unified SRST Manager

Feature enhancements compared to UMG E-SRST

- MGCP based dial-plan
- SIP phones
- SIP hunt-group
- Class of Restrictions, including Time-of-day routing
- External mask translations
- Outbound dialing patterns
- Incoming call treatment
- Option to choose automatic provisioning of ESRST, SRST and Dial Plan per branch site
- SSH console support
- Music on-hold
- Single number reach

MGCP Dialplan feature is on a controlled release

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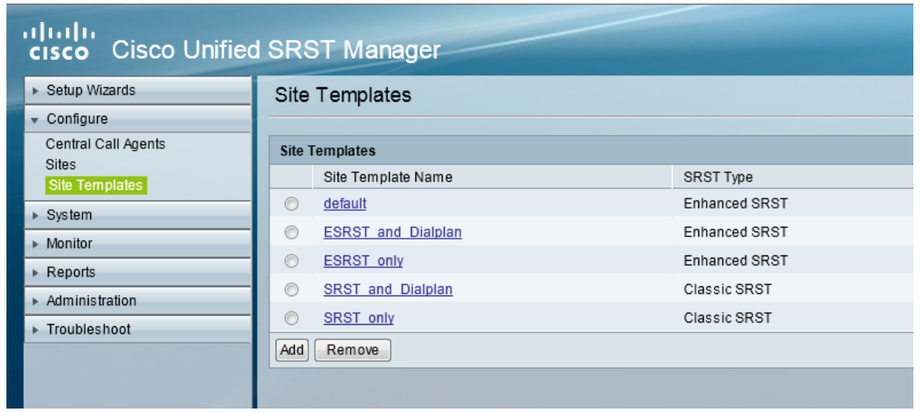
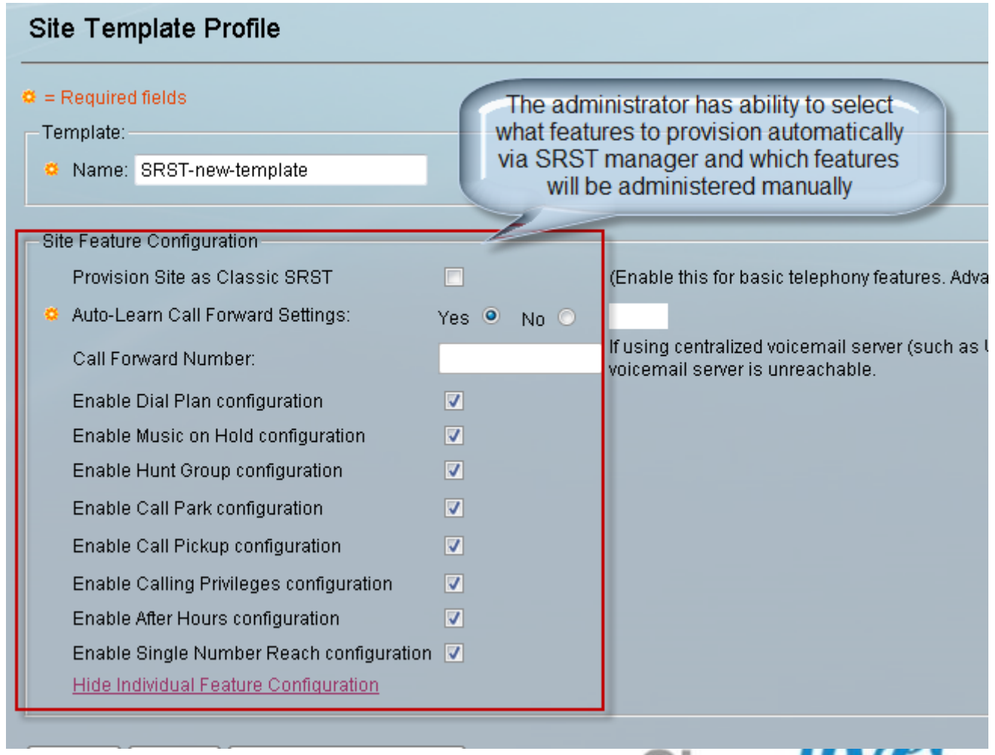
Cisco Unified SRST Manager

SRST site configuration templates

- SRST manager allows the administrator to enable or disable automatic provisioning of features
- SRST manager comes with a default provisioning template and pre-created templates for ESRST and dialplan, SRST and dialplan, ESRST only or SRST only options.
- An administrator can also create a new template and choose the features to automatically provision through SRST manager. This would allow the administrator to manually configure and manage features. For example disabling dialplan in cases where the administrator only wants to manage IP phones via SRST manager





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Cisco Unified SRST Manager

SCCP and SIP IP phone feature overview

- Using ESRST most user specific IP phone configurations are survived, but not all feature are

Survived

- Speed-dials
- Caller-id
- Softkey layout
- multi-line appearance
- Call-forward
- DN extension line
- hunt-group
- Call-park and pickup
- Class of restriction
- MGCP Dial plan
- MoH

Not Survived

- BLF-SD
- fastdials
- directory services

Note: ESRST features will continue to improve through the upcoming release cycles

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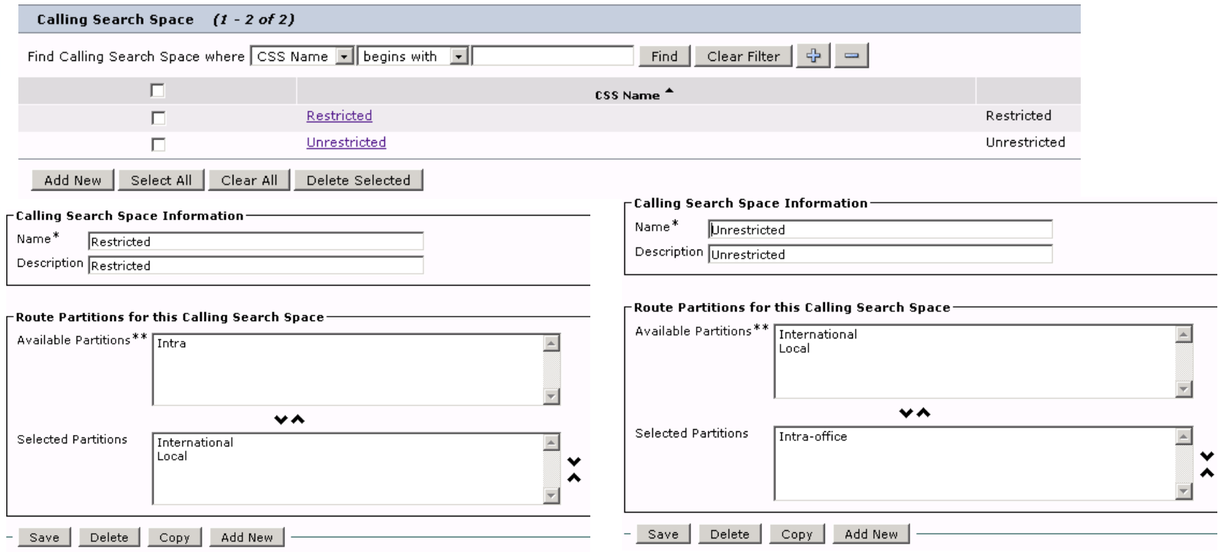
Cisco Unified SRST Manager

Dialplan survivability

- Dialplan survivability
  - Correlates CUCM Calling Search Space and Partition configuration to IOS “COR list” configuration and applies to IP phones
  - Cisco UCM route-patterns and translation-patterns correlate to dial-peers and number-expansions respectively
  - Calling/Called party transformation in Route Patterns, Route List Detail Level and Gateway are configured as translation-profile and translation-rules
  - COR policies applied to users and trunks on CUCM are carried to E-SRST sites during WAN outages
  - Dial plan survivability only supports MGCP gateways T1/E1/FXO ISDN/CAS (SIP and H323 gateways in roadmap)

Only MGCP gateways supported




```
dial-peer cor custom
 name International
 name Local
!
!
dial-peer cor list International-pt
 member International
!
dial-peer cor list Local-pt
 member Local
!
dial-peer cor list Restricted-cs
 member International
 member Local
```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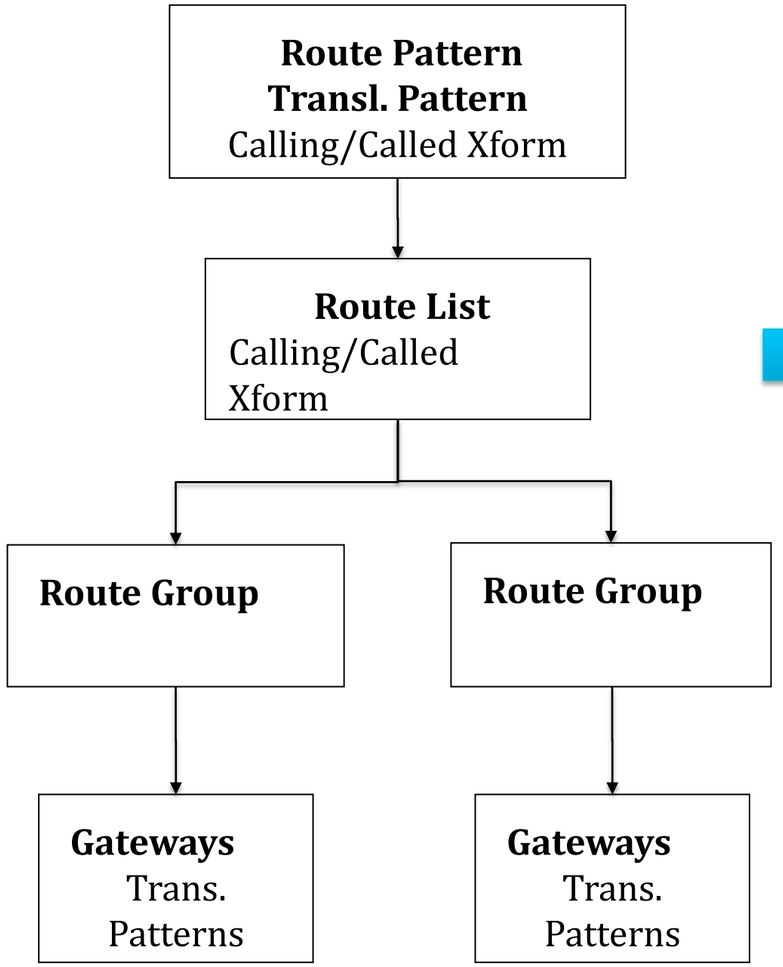
Cisco Unified SRST Manager

Dial Plan Provisioning

CUCM



SRST

num-exp <match-pattern> <replace-pattern>

```
dial-peer voice 898980001 pots
 description Created by SRST Manager
 translation-profile outgoing rp97123
 translation-profile incoming gw000:23
 destination-pattern 97123
 clid strip name
 no digit-strip
 port 0/0/0:23

voice translation-profile rp97123
 translate called 898980004
 translate calling 898980005

voice translation-profile gw000:23
 translate called 898980006

voice translation-rule 898980005
 rule 1 /\(.*\)\(....\)/ /1508\2/

voice translation-rule 898980012
 rule 1 /\(.*\)\(....\)/ /\2/
```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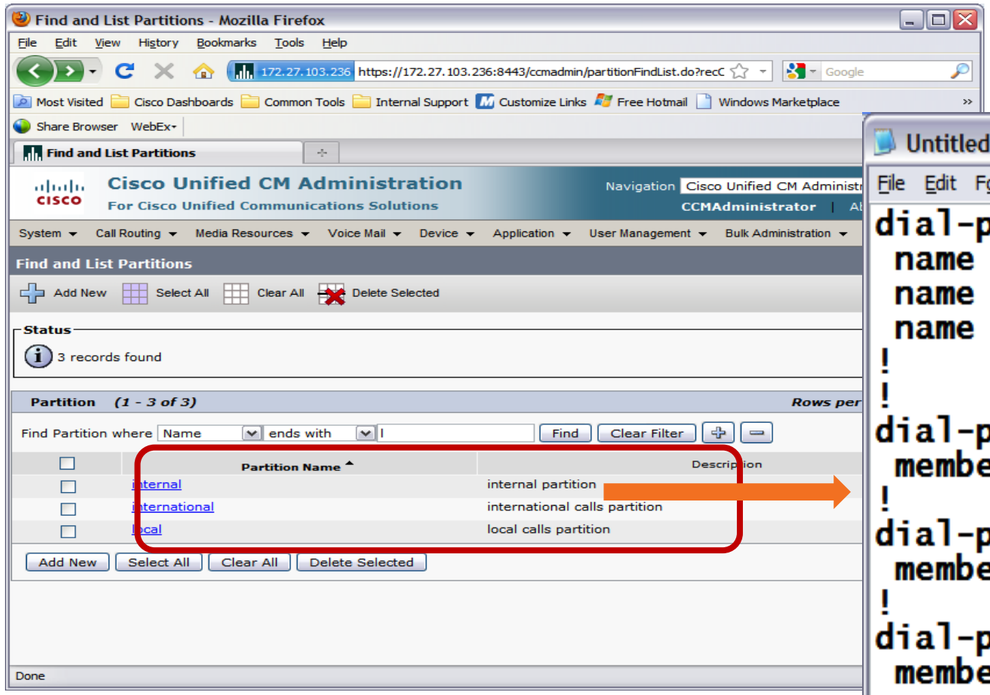
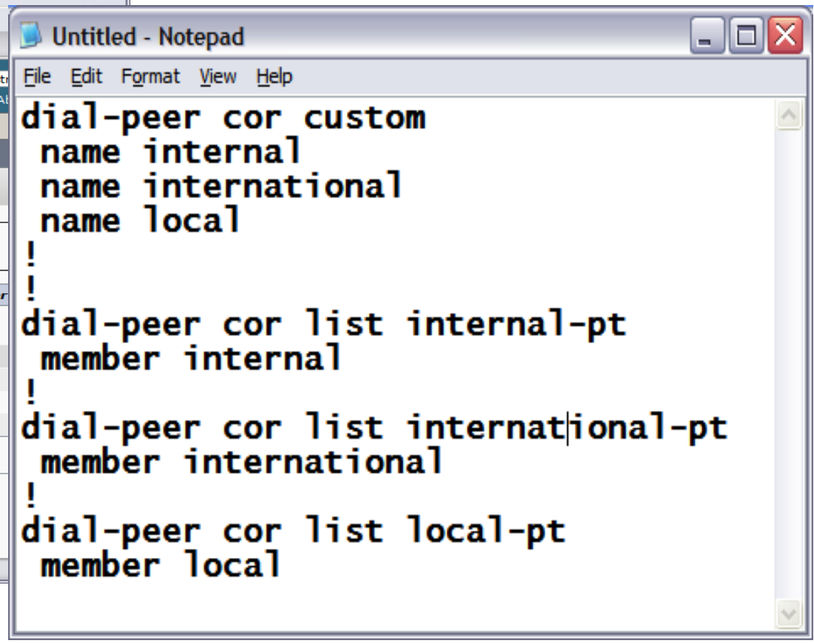
Cisco Unified SRST Manager

COR Overview

- Assigns calling privileges for SIP (voice register pool) or Skinny (ephone-dn) phones on CME
- Allows or restricts DNs to call other internal DNs within a site
- Allows or restricts DNs to call external phone numbers that are local, long distance or international





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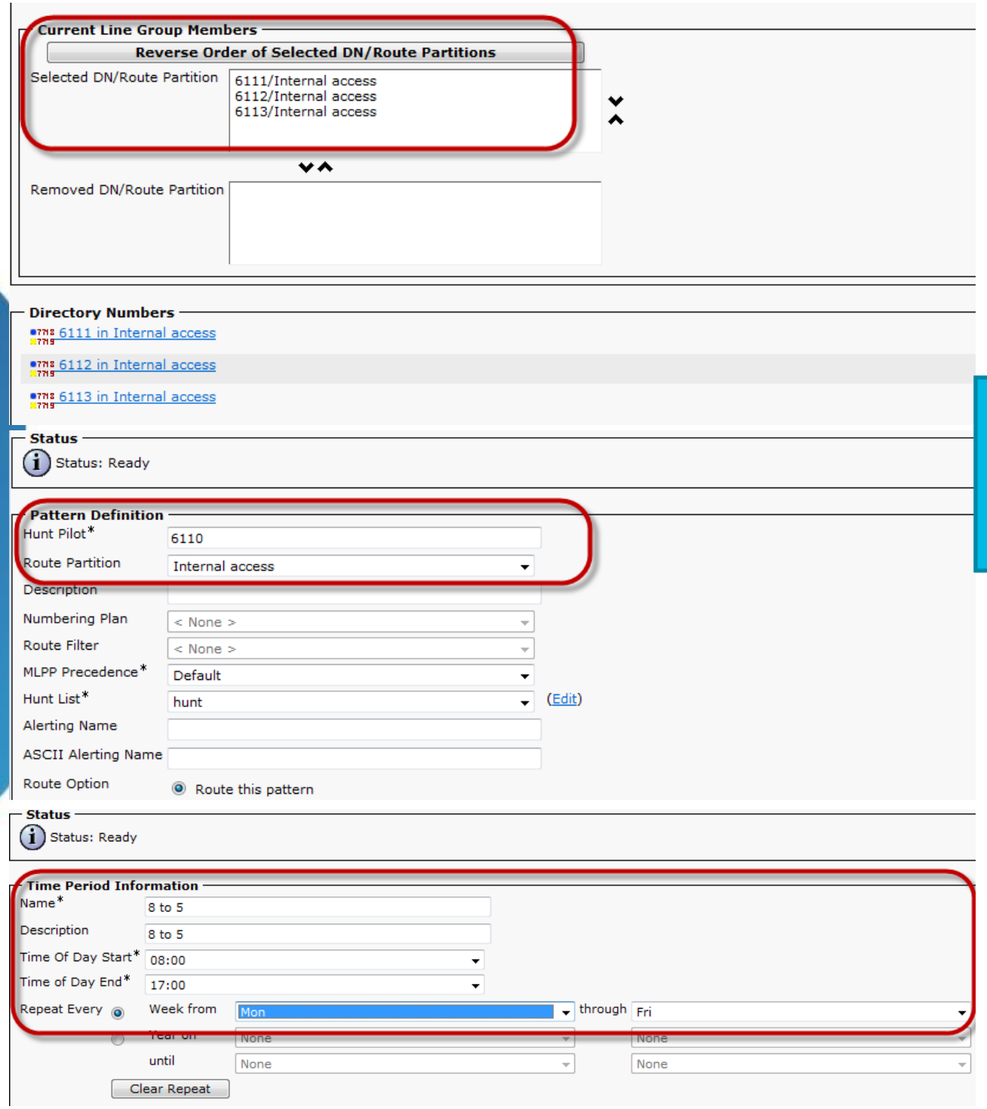
Cisco Unified SRST Manager

Hunt-group with Time-of-Day routing



SRST Manager configuration

```
voice register pool  1
 id mac 6416.8D51.1216
 type 9971
 number 1 dn 1
 number 2 dn 2
 speed-dial 1 25001 label "Ronald"
 speed-dial 2 25003 label "Victoria"
 speed-dial 3 90001 label "remote-site"
!
voice register pool  2
 id mac F025.7279.A6A8
 type 9971
 number 1 dn 3
 number 2 dn 4
 speed-dial 1 25001 label "Ronald"
 speed-dial 2 25002 label "Phillip"
 speed-dial 3 90001 label "remote-site"
!
voice register pool  3
 id mac 0064.40B5.7AF5
 type 9971
 number 1 dn 5
 number 2 dn 6
 speed-dial 1 25002 label "Phillip"
 speed-dial 2 25003 label "Victoria"
 speed-dial 3 90001 label "remote-site"
!
voice hunt-group 1 parallel
 list 6111,6112,6113
 timeout 10
 pilot 6110
 preference 4 secondary 9
```

```
telephony-service
 max-ephones 350
 max-dn 900
 ip source-address 172.25.12.1 port 2000
 max-redirect 5
 service directed-pickup gpickup
 time-zone 22
 time-format 24
 max-conferences 8 gain -6
 call-park system application
 hunt-group logout HLog
 web admin system name demotme secret 5 $1$vbqP$D.2/dE5bDAnJpPF6IbBXd/
 transfer-system full-consult
 after-hours day Sun 08:01 08:00
 after-hours day Mon 17:00 08:00
 after-hours day Tue 17:00 08:00
 after-hours day Wed 17:00 08:00
 after-hours day Thu 17:00 08:00
 after-hours day Fri 17:00 08:00
 after-hours day Sat 08:01 08:00
 create cnf-files version-stamp 7960 May 17 2012 20:26:44
```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Cisco Unified SRST Manager

Enhanced IP phone survivability -Before WAN failure-

Joe is in a ESRST site

Rob is in a SRST site

For both phones WAN is up and registered to Cisco Unified CM

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Cisco Unified SRST Manager

Enhanced IP phone survivability -After WAN failure-

Joe survived Speed dial and DN configuration

Rob only survives assigned DN and dial-tone

WAN link is down and each IP phone registered to its respective SRST

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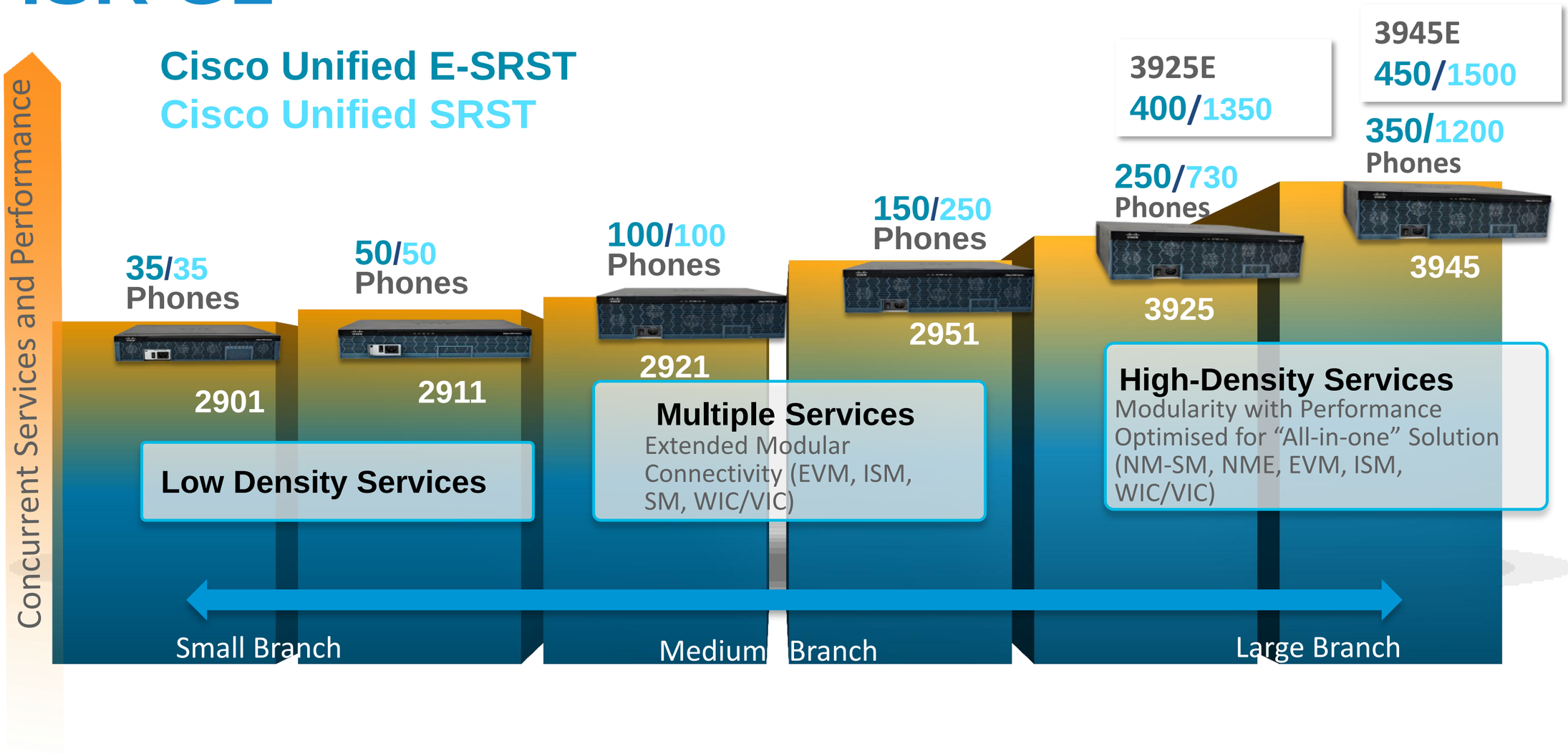
Cisco SRST and E-SRST Capacity on ISR G2



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Cisco Unified SRST Manager

Performance

- In subsequent updates SRST Manager looks for any modified, added, erased changes in CUCM. If any, it will push the new configuration; if none, it leaves SRST router alone.
- SRST configuration updates can be scheduled through the provisioning scheduler based on time of day and can be set to perform updates on a daily, weekly or monthly basis
- After SRST manager retrieves branch sites configuration from CUCM it waits for the provision the sites. SRST manager will provision 5 sites at a time (5 simultaneous threads) until all branch sites are configured
- SRST manager bandwidth utilisation of a single branch router provisioning is ~100kbps peak (1000 sites, 30 users per site)

Note: Although SRST Manager does not over use network and computing resources it is recommended to run updates during off-peak hours because CUCM queries may cause CUCM processing interruptions. Although CUCM 8.0 and above is designed to ignore CPU request other than call signalling request when CPU utilisation crosses a threshold.

SRST Manager can run on 1vCPU or assign 2 vCPU to achieve better performance during first time provisioning and subsequent configuration updates if changes are constant across the majority of sites.

No. of vCPU	500 sites, 30 users provisioned in hours	1000 sites, 30 users provisioned in hours	2000 sites, 30 users provisioned in hours	500 sites, 30 users plus dialplan provisioned in hours	1000 sites, 30 users plus dialplan provisioned in hours	2000 sites, 30 users plus dialplan provisioned in hours
1	5 hrs.	10 hrs.	22 hrs	~6 hrs	~12 hrs.	~26 hrs
2	<3 hrs.	5 hrs.	10 hrs.	<5 hrs	~6 hrs.	~12 hrs.

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Cisco Unified SRST Manager

Configuring existing SRST sites

Pre-existing configuration found on ESRST router	SRST Manager Action (Keep/Overwrite with CUCM configuration)
Ephones	Keep
Ephone-dns	Keep
Ephone buttons	Keep
Ephone speed-dials	Keep
Voice register pool	Keep
Voice register dn	Keep
CoR (Class of Restrictions)	Erase all, then configure using CUCM configuration
Ephone-templates (soft keys)	Erase all, then configure using CUCM configuration
Ephone-dn-templates	Erase all, then configure using CUCM configuration
Other IOS configuration (dial-peer, interfaces etc)	Keep
Conflicting configuration between CUCM and ESRST	CUCM configuration takes precedence

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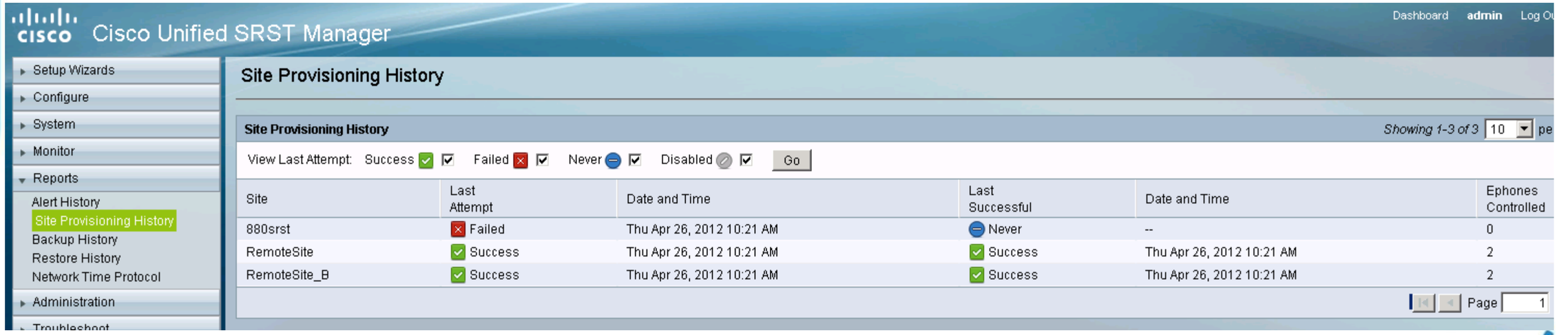
Cisco Unified SRST Manager

Monitor and reports

- Administrator can monitor progress of each remote site provisioning and obtain history information



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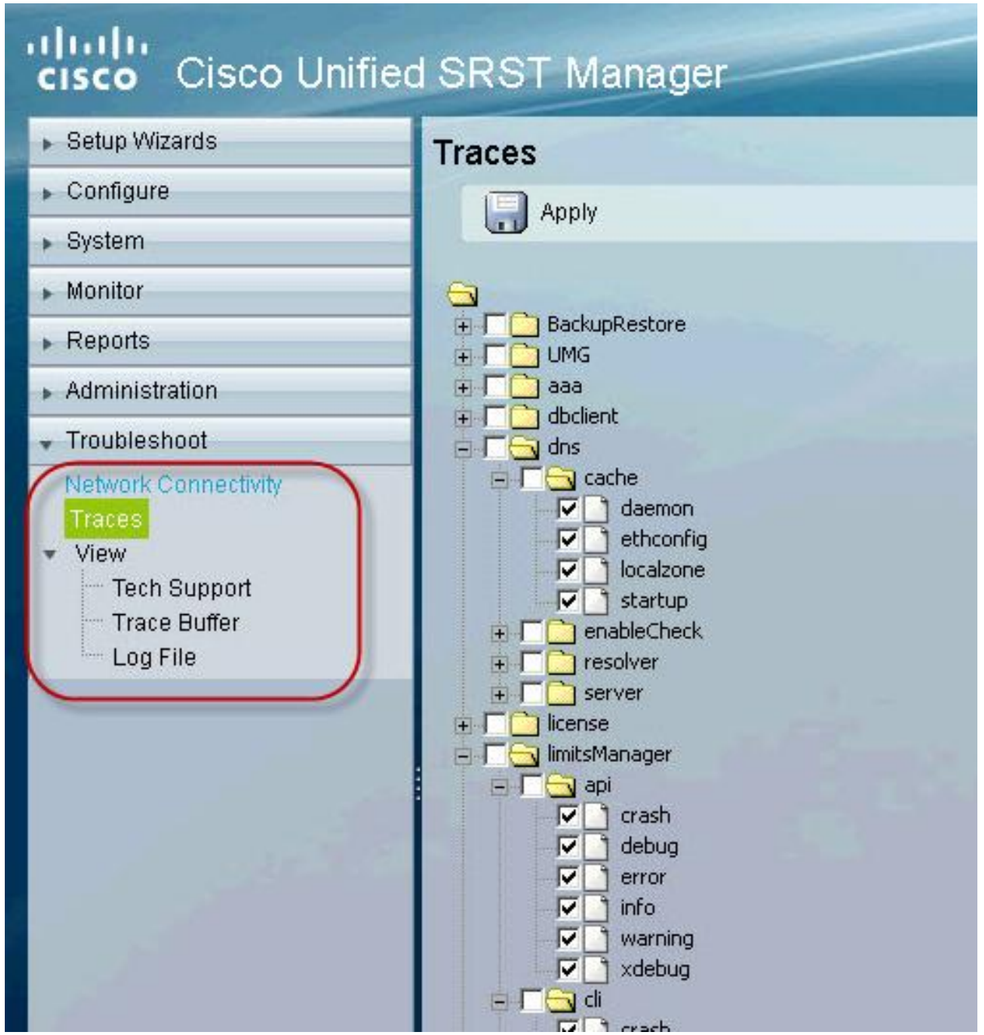
Cisco Unified SRST Manager

Troubleshooting

- Collect traces for specific services (e.g. cli, SRSX)
- View option allows viewing:
  - tech-support information (i.e. running-config, version, vGE interface status)
  - Logged messages via log buffer (similar to “show log” on a router)
  - You can download log file in txt format
- During provisioning if a SRST site fails to configure the GUI will display an error message
- You can view a summary of provisioning errors and system alerts via the system “Dashboard”
- Test Network Connectivity to Central Cisco UCM and remote branch SRST routers



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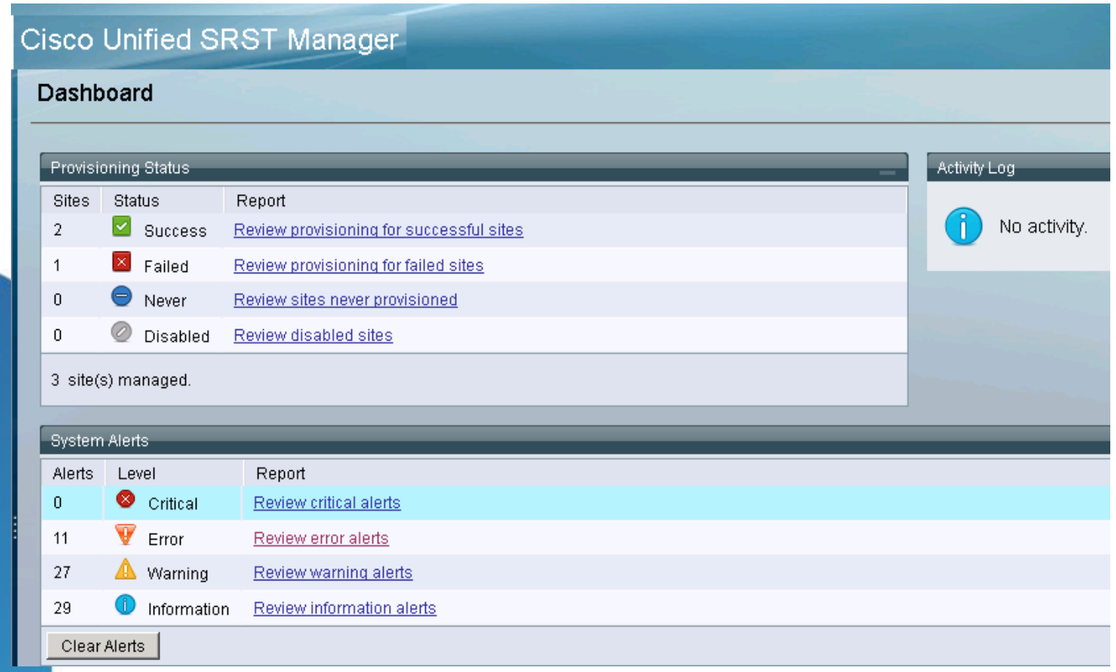
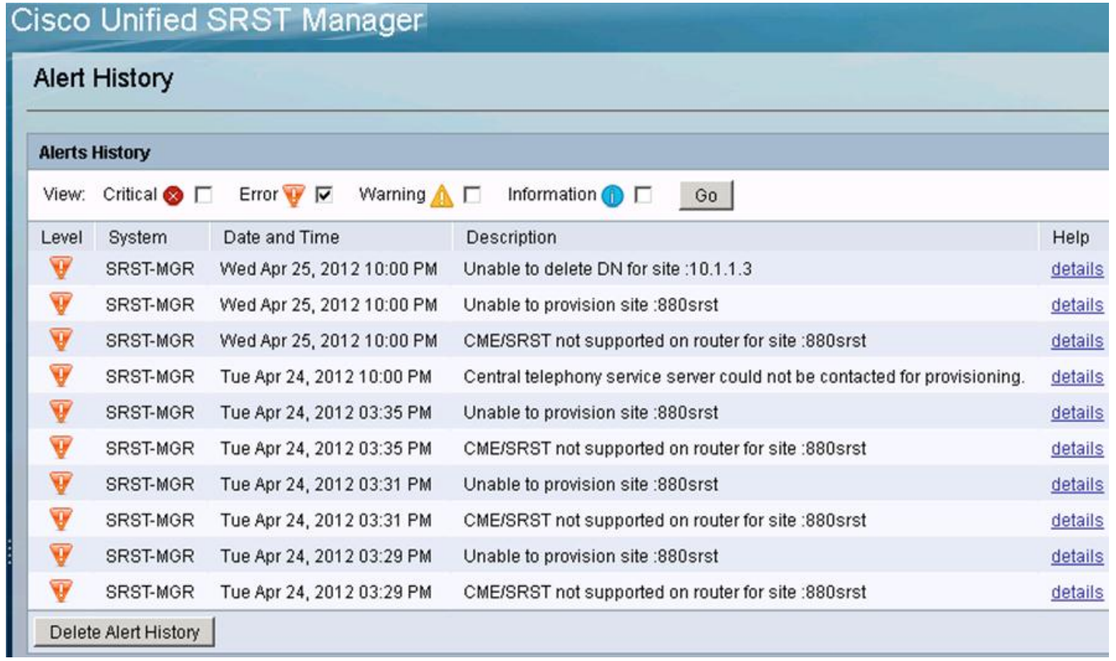
Cisco Unified SRST Manager

More Troubleshooting –Dashboard-





- Dashboard gives you high-level view of system status and provides link to details of each event summary
- The Failed reports will give diagnosis of each failed SRST site and the reason it failed

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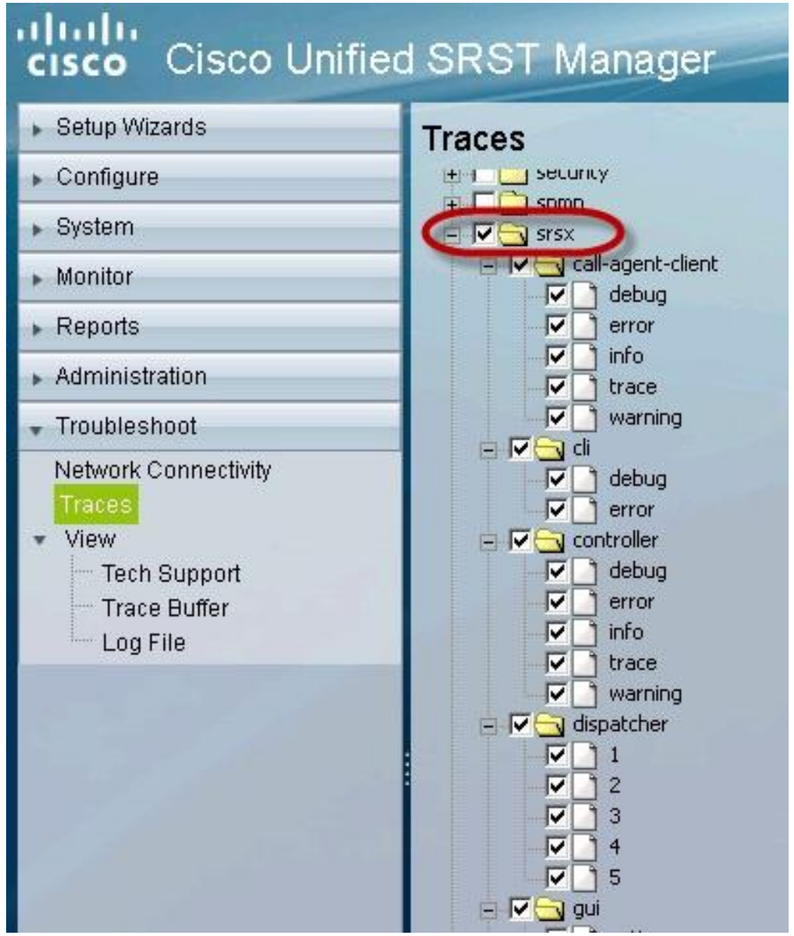
Cisco Unified SRST Manager

More troubleshooting –Collecting traces-

- Critical log trace is “SRSx all”
- To capture traces use tab Troubleshoot➔Traces
- To clear and/or download the trace buffer use the tab Troubleshoot➔Trace Buffer
- Download trace bundle file
- Reports for history performance



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Cisco Unified SRST Manager

Licensing

- Right to Use License
- No CSL based license
- No limit on number of Sites supported.
  - System has been verified to support 2000 sites.
  - Additional vCPUs may be needed to support higher site counts

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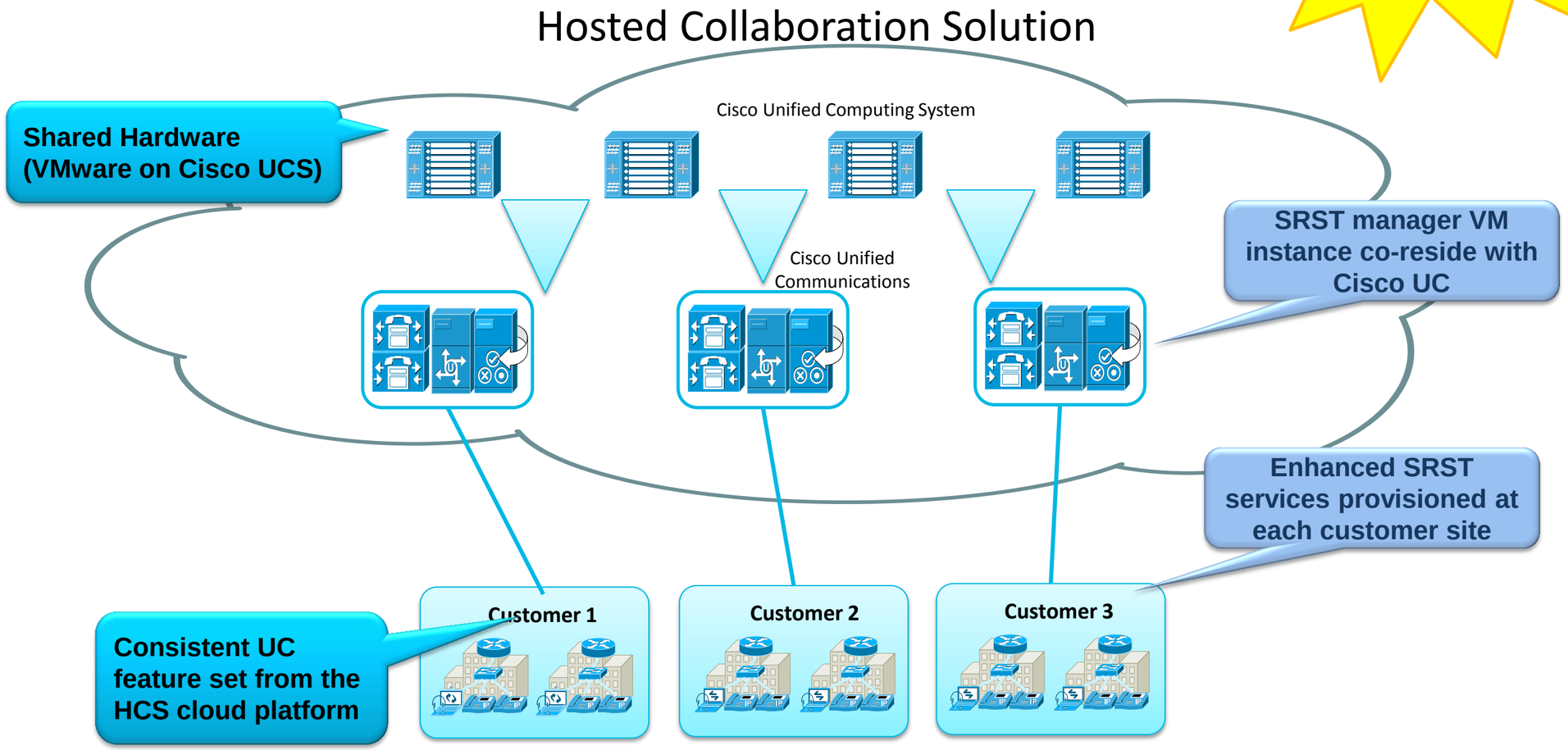
Cisco Unified SRST Manager

HCS support in the Roadmap

Availability in 2013



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Cisco Unified SRST Manager

Caveats when in SRST mode

- MGCP dialplan feature is on a controlled release. Looking for interested customers to test and deploy
- Video phones will not support video calls (no workaround, to be fixed in next release)
- Intra-Site voip calls between remote sites are not possible, must have PSTN backup
- HTTP based services on phones will not survive (e.g. directory lookup, Extension-Mobility)
- H323 and SIP based dial-plan not supported
- Secure SRST is not supported in E-SRST mode (Classic SRST supports secure SRST but must be provisioned out-of-band)
- The following features are provisioned automatically by SRST Manager, but current SIP phone firmware do not support these features during SRST mode:
  - SIP-SIP / SIP-SCCP Share Line
  - SIP SNR
  - SIP Call Park/Pickup

  (Note: The above features are disabled by the IP phone firmware when the phone enters SRST mode. Enhancement to the SIP Ip phone firmware is required and planned for an upcoming firmware release)

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Summary

- SRST and E-SRST are the two survivability solutions from Cisco
- Enhanced SRST delivers true business continuity and resilient access to services
- Enhanced SRST provides rich end user experience, automatic learning and improves operational cost for the customer
- SRST Manager now available in a virtualised form
- SRST Manager provides centralised management for both SRST and Enhanced SRST

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Cisco Unified SRST Manager – Important Links

- Cisco Unified SRST

  http://www.cisco.com/en/US/products/sw/voicesw/ps2169/index.html

- Cisco Unified SRST Manager data sheet

  http://www.cisco.com/en/US/products/sw/voicesw/ps2169/products_data_sheets_list.html

- Cisco Unified SRST Manager compatibility matrix

  http://www.cisco.com/en/US/products/sw/voicesw/ps2169/tsd_products_support_general_information.html

- Cisco Unified SRST Manager software download

  http://www.cisco.com/cisco/software/release.html?mdfid=268439627&softwareid=284490609&release=9.0.1&relind=AVAILABLE&rellifecycle=&reltype=latest&i=rm

- Cisco Unified SRST Manager ordering guide

  http://www.cisco.com/web/partners/sell/technology/ipc/uc_tech_readiness.html#~7

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