

## VoIP Services in an SRC-Managed Network



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# About the Documentation

- Documentation and Release Notes on page vii
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## Documentation and Release Notes

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To obtain the most current version of all Juniper Networks® technical documentation, see the product documentation page on the Juniper Networks website at <https://www.juniper.net/documentation/>.

If the information in the latest release notes differs from the information in the documentation, follow the product Release Notes.

Juniper Networks Books publishes books by Juniper Networks engineers and subject matter experts. These books go beyond the technical documentation to explore the nuances of network architecture, deployment, and administration. The current list can be viewed at <https://www.juniper.net/books>.

## Documentation Conventions

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Table 1 on page viii defines notice icons used in this guide.

*Table 1: Notice Icons*

Icon	Meaning	Description
	Informational note	Indicates important features or instructions.
	Caution	Indicates a situation that might result in loss of data or hardware damage.
	Warning	Alerts you to the risk of personal injury or death.
	Laser warning	Alerts you to the risk of personal injury from a laser.
	Tip	Indicates helpful information.
	Best practice	Alerts you to a recommended use or implementation.

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## Documentation Conventions

[Table 1 on page viii](#) defines the notice icons used in this guide. [Table 3 on page ix](#) defines text conventions used throughout this documentation.



Table 2: Notice Icons

Icon	Meaning	Description
	Informational note	Indicates important features or instructions.
	Caution	Indicates a situation that might result in loss of data or hardware damage.
	Warning	Alerts you to the risk of personal injury or death.
	Laser warning	Alerts you to the risk of personal injury from a laser.
	Tip	Indicates helpful information.
	Best practice	Alerts you to a recommended use or implementation.

Table 3: Text Conventions

Convention	Description	Examples
<b>Bold text like this</b>	<ul style="list-style-type: none"> <li>Represents keywords, scripts, and tools in text.</li> <li>Represents a GUI element that the user selects, clicks, checks, or clears.</li> </ul>	<ul style="list-style-type: none"> <li>Specify the keyword <b>exp-msg</b>.</li> <li>Run the <b>install.sh</b> script.</li> <li>Use the <b>pkgadd</b> tool.</li> <li>To cancel the configuration, click <b>Cancel</b>.</li> </ul>
<b>Bold text like this</b>	Represents text that the user must type.	<b>user@host# set cache-entry-age</b> <i>cache-entry-age</i>
<b>Fixed-width text like this</b>	Represents information as displayed on your terminal's screen, such as CLI commands in output displays.	<pre> nic-locators {   login {     resolution {       resolver-name /realms/         login/A1;       key-type LoginName;       value-type SaeId;     }   } } </pre>

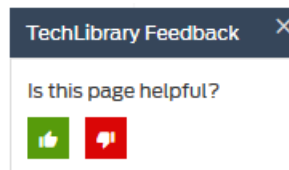
Table 3: Text Conventions (continued)

<b>Regular sans serif typeface</b>	<ul style="list-style-type: none"> <li>Represents configuration statements.</li> <li>Indicates SRC CLI commands and options in text.</li> <li>Represents examples in procedures.</li> <li>Represents URLs.</li> </ul>	<ul style="list-style-type: none"> <li><code>system ldap server{ stand-alone;</code></li> <li>Use the <code>request sae modify device failover command</code> with the <code>force</code> option</li> <li><code>user@host# ...</code></li> <li><a href="https://www.juniper.net/techpubs/software/management/sdx/api-index.html">https://www.juniper.net/techpubs/software/management/sdx/api-index.html</a></li> </ul>
<b><i>Italic sans serif typeface</i></b>	Represents variables in SRC CLI commands.	<code>user@host# set local-address local-address</code>
Angle brackets	In text descriptions, indicate optional keywords or variables.	Another runtime variable is <gfwif>.
Key name	Indicates the name of a key on the keyboard.	Press Enter.
Key names linked with a plus sign (+)	Indicates that you must press two or more keys simultaneously.	Press Ctrl + b.
<b><i>Italic typeface</i></b>	<ul style="list-style-type: none"> <li>Emphasizes words.</li> <li>Identifies book names.</li> <li>Identifies distinguished names.</li> <li>Identifies files, directories, and paths in text but not in command examples.</li> </ul>	<ul style="list-style-type: none"> <li>There are two levels of access: <i>user</i> and <i>privileged</i>.</li> <li><i>SRC-PE Getting Started Guide</i>.</li> <li><i>o=Users, o=UMC</i></li> <li>The <i>/etc/default.properties</i> file.</li> </ul>
Backslash	At the end of a line, indicates that the text wraps to the next line.	<code>Plugin.radiusAcct-1.class=\net.juniper.smgmt.sae.plugin\RadiusTrackingPluginEvent</code>
Words separated by the   symbol	Represent a choice to select one keyword or variable to the left or right of this symbol. (The keyword or variable may be either optional or required.)	diagnostic   line

## Documentation Feedback

We encourage you to provide feedback so that we can improve our documentation. You can use either of the following methods:

- Online feedback system—Click TechLibrary Feedback, on the lower right of any page on the [Juniper Networks TechLibrary](#) site, and do one of the following:



- Click the thumbs-up icon if the information on the page was helpful to you.

- Click the thumbs-down icon if the information on the page was not helpful to you or if you have suggestions for improvement, and use the pop-up form to provide feedback.
- E-mail—Send your comments to [techpubs-comments@juniper.net](mailto:techpubs-comments@juniper.net). Include the document or topic name, URL or page number, and software version (if applicable).

## Requesting Technical Support

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Technical product support is available through the Juniper Networks Technical Assistance Center (JTAC). If you are a customer with an active J-Care or Partner Support Service support contract, or are covered under warranty, and need post-sales technical support, you can access our tools and resources online or open a case with JTAC.

- JTAC policies—For a complete understanding of our JTAC procedures and policies, review the *JTAC User Guide* located at <https://www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf>.
- Product warranties—For product warranty information, visit <https://www.juniper.net/support/warranty/>.
- JTAC hours of operation—The JTAC centers have resources available 24 hours a day, 7 days a week, 365 days a year.

## Self-Help Online Tools and Resources

For quick and easy problem resolution, Juniper Networks has designed an online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

- Find CSC offerings: <https://www.juniper.net/customers/support/>
- Search for known bugs: <https://prsearch.juniper.net/>
- Find product documentation: <https://www.juniper.net/documentation/>
- Find solutions and answer questions using our Knowledge Base: <https://kb.juniper.net/>
- Download the latest versions of software and review release notes: <https://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <https://kb.juniper.net/InfoCenter/>
- Join and participate in the Juniper Networks Community Forum: <https://www.juniper.net/company/communities/>
- Open a case online in the CSC Case Management tool: <https://www.juniper.net/cm/>

To verify service entitlement by product serial number, use our Serial Number Entitlement (SNE) Tool: <https://entitlementsearch.juniper.net/entitlementsearch/>

## Opening a Case with JTAC

You can open a case with JTAC on the Web or by telephone.

- Use the Case Management tool in the CSC at <https://www.juniper.net/cm/>.
- Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

For international or direct-dial options in countries without toll-free numbers, see <https://www.juniper.net/support/requesting-support.html>.

## PART 1

# Overview

- [Software Features Overview on page 3](#)
- [Session Management on page 7](#)



## CHAPTER 1

# Software Features Overview

- [SRC Component Overview on page 3](#)

## SRC Component Overview

The SRC software is a dynamic system. It contains many components that you use to build a subscriber management environment. You can use these tools to customize and extend the SRC software for your use and to integrate the SRC software with other systems. The SRC software also provides the operating system and management tools for C Series Controllers.

[Table 4 on page 3](#) gives a brief description of the components that make up the SRC software.

*Table 4: Descriptions of SRC Components*

Component	Description
<b>Server Components</b>	
Service activation engine (SAE)	<ul style="list-style-type: none"><li>• Authorizes, activates, and deactivates subscriber and service sessions by interacting with systems such as Juniper Networks routers, cable modem termination system (CMTS) devices, RADIUS servers, and directories.</li><li>• Collects accounting information about subscribers and services from routers, and stores the information in RADIUS accounting servers, flat files, and other accounting databases.</li><li>• Provides plug-ins and application programming interfaces (APIs) for starting and stopping subscriber and service sessions and for integrating with systems that authorize subscriber actions and track resource usage.</li></ul>
Subscriber Information Collector (SIC)	The SIC listens for RADIUS accounting events from IP edge devices (accounting clients) and forwards them to a remote AAA server, allowing the SRC software to gain increased subscriber awareness. Additionally, the SIC can optionally edit accounting events before routing them.
Network information collector (NIC)	Collects information about the state of the network and can provide a mapping from a given type of network data to another type of network data.
Redirect Server	Redirects HTTP requests received from IP Filter to a captive portal page.

Table 4: Descriptions of SRC Components (continued)

Component	Description
3GPP Gateway	The SRC Third-Generation Partnership Project (3GPP) gateway is a Diameter-based component in the SRC software, which provides integration with 3GPP Policy and Charging Control environments, to provide fixed-mobile convergence (FMC). The SRC 3GPP gateway provides Gx-based integration with the Policy and Charging Rules Function (PCRF). The SRC 3GPP gateway uses the northbound Gx interface to mediate between the PCRF and Juniper Networks routers like the E Series Broadband Services routers and MX Series routers. The northbound Gx interface on the SRC 3GPP gateway communicates with the PCRF using the Diameter protocol.
3GPP Gy	The SRC 3GPP Gy is a Diameter-based component in the SRC software, which provides Gy-based integration with the Online Charging System (OCS), to provide FMC. The SRC 3GPP Gy uses the northbound Gy interface to handle charging-related information between the OCS and Juniper Networks routers like the E Series Broadband Services routers and MX Series routers. The northbound Gy interface communicates with the OCS using the Diameter protocol.
Web Application Service	The SRC software includes a Web application server that hosts the Web Services Gateway and the Volume Tracking Application (SRC VTA). In production environments, this application server is designed to host only these applications. However, you can load your own applications into this server for testing or demonstration purposes.
Web Services Gateway	<p>Allows a gateway client—an application that is not part of the SRC network—to interact with SRC components through a Simple Object Access Protocol (SOAP) interface.</p> <p>The Web Services Gateway provides the Dynamic Service Activator which allows a gateway client to dynamically activate and deactivate SRC services for subscribers and to run scripts that manage the SAE.</p>
<b>Repository</b>	
Directory	<p>The SRC software includes the Juniper Networks database, which is a built-in Lightweight Directory Access Protocol (LDAP) directory for storing all SRC data including services, policies, and small subscriber databases.</p> <p>For large subscriber databases, you must supply your own directory.</p>
<b>SRC Configuration and Management Tools</b>	
SRC command line interface (CLI)	Provides a way to configure the SRC software on a C Series Controller from a Junos OS–like CLI. The SRC CLI includes the policies, services, and subscribers CLI, which has separate access privileges.
C-Web interface	Provides a way to configure, monitor, and manage the SRC software on a C Series Controller through a Web browser. The C-Web interface includes a policies, services, and subscribers component, which has separate access privileges.
Simple Network Management Protocol (SNMP) agent	Monitors system performance and availability. It runs on all the SRC hosts and makes management information available through SNMP tables and sends notifications by means of SNMP traps.
<b>Service Management Applications (Run on external system)</b>	
IMS Services Gateway	Integrates into an IP multimedia system (IMS) environment. The SRC software provides a Diameter protocol-based interface that allows the SRC software to integrate with services found on the application layer of IMS.



Table 4: Descriptions of SRC Components (continued)

Component	Description
<b>SRC Programming Interfaces</b>	
NETCONF API	Allows you to configure or request information from the NETCONF server on a C Series Controller that runs the SRC software. Applications developed with the NETCONF API run on a system other than a C Series Controller.
CORBA plug-in service provider interface (SPI)	Tracks sessions and enables linking the rest of the service provider's operations support system (OSS) with the SRC software so that the OSS can be notified of events in the life cycle of SAE sessions. Hosted plug-ins only.
CORBA remote API	Provides remote access to the SAE core API. Applications that use these extensions to the SRC software run on a system other than a C Series Controller.
NIC access API	Performs NIC resolutions. Applications that use these extensions to the SRC software run on a system other than a C Series Controller.
SAE core API	Controls the behavior of the SRC software. Applications that use these extensions to the SRC software run on a system other than a C Series Controller.
Script services	Provides an interface to call scripts that supply custom services such as provisioning policies on a number of systems across a network.
VTA API	The Volume Tracking Application (VTA) API is a Simple Object Access Protocol (SOAP) interface that allows developers to create gateway clients and that administrators use to manage VTA subscribers and sessions. The SRC Web Services Gateway allows a gateway client—an application that is not part of the SRC network—to interact with SRC components, such as the VTA, through a SOAP interface.
<b>Authorization and Accounting Applications</b>	
AAA RADIUS servers	Authenticates subscribers and authorizes their access to the requested system or service. Accepts accounting data—time active and volume of data sent—about subscriber and service sessions. RADIUS servers run on a system other than a C Series Controller.
SRC Admission Control Plug-In (SRC ACP)	Authorizes and tracks subscribers' use of network resources associated with services that the SRC application manages.
Flat file accounting	Stores tracking data to accounting flat files that can be made available to external systems that send the data to a rating and billing system.
Volume Tracking Application	<p>The SRC Volume Tracking Application (SRC VTA) is an SRC component that allows service providers to track and control the network usage of subscribers and services. You can control volume and time usage on a per-subscriber or per-service basis. This level of control means that service providers can offer tiered services that use volume as a metric, while also controlling abusive subscribers and applications.</p> <p>When a subscriber or service exceeds bandwidth limits (or quotas), the SRC VTA can take actions including imposing rate limits on traffic, sending an e-mail notification, or charging extra for additional bandwidth consumed.</p>
<b>Demonstration Applications (available on the Juniper Networks Website)</b>	

*Table 4: Descriptions of SRC Components (continued)*

Component	Description
Enterprise Audit Plug-In	Defines a callback interface, which receives events when IT managers complete specified operations.
Enterprise Manager Portal	<p>Allows service providers to provision services for enterprise subscribers on routers running JunosE or Junos OS and allows IT managers to manage services.</p> <p>Enterprise Manager Portal can be used with NAT Address Management Portal to allow service providers to manage public IP addresses for use with NAT services on routers running Junos OS and to allow IT managers to make requests about public IP addresses through the Enterprise Manager Portal.</p>
Monitoring Agent application	Integrates IP address managers, such as a DHCP server or a RADIUS server, into an SRC-managed network so that the SAE is notified about subscriber events. The Monitoring Agent application runs on a Solaris platform.
Residential service selection portals	Provides a framework for building Web applications that allow residential and enterprise subscribers to manage their own network services. It comes with several full-featured sample Web applications that are easy to customize and suitable for deployment. The Residential service selection portals run on a Solaris platform.
Sample enterprise service portal	Lets service providers supply an interface to their business customers for managing and provisioning services.

**Related Documentation** • *SRC Product Description*

## CHAPTER 2

# Session Management

- [Session Management for VoIP Services Overview on page 7](#)
- [Activating VoIP Services for Assigned IP Subscribers on page 8](#)

## Session Management for VoIP Services Overview

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When the service activation engine (SAE) activates a service session, it authorizes the session with authorization plug-ins; it may use the admission control plug-in (ACP) to perform call admission control and allocate bandwidth; and it installs the policy required for the service on a JunosE interface.

VoIP and multimedia service sessions are typically established in multiple phases that require changes to installed policies and authorized bandwidth while the service session remains active. To support VoIP sessions, the SAE allows changes to active service sessions. These changes include:

- **Controlled bandwidth.** If bandwidth demand increases, the authorization plug-in must authorize the change.
- **Policy parameters.** Only parameter substitution values can be changed. Policy parameters can include classifiers, such as destination address and port, and actions, such as rate-limit profiles.
- **Session and idle timeouts.** All attributes that can be set for initial service activation can be set for service session modifications.

## Accounting and Tracking

Accounting information is preserved across service session changes. Accounting information for a complete service session includes the sum of counters for all service session segments.

When the ACP receives an interim update request, it compares the upstream and downstream bandwidth in the request with the current values. If the bandwidth has changed, ACP modifies its counters based on the difference between the current and new values.

Tracking plug-ins are informed of service session changes through an interim update message. The interim update is sent even if regular interim updates are disabled. If the

controlled bandwidth changes, the interim update message contains the new bandwidth settings.

## VoIP Call Setup

Initial setup of a VoIP call requires changes to bandwidth and to the endpoint address during call setup. The setup sequence for a VoIP call can follow this pattern:

1. The subscriber attempts to establish a call.
2. The gatekeeper (or Session Initiation Protocol [SIP] proxy) performs local admission control.
3. The gatekeeper allocates a Codec for the call; for example, 64 kbps.
4. The gatekeeper activates the VoIP service on the SAE with 64 kbps bandwidth and a destination address of unknown.
5. The SAE performs admission control, activates a service session, and installs policies on the router.
6. The gatekeeper negotiates call parameters with the remote endpoint.
7. The gatekeeper modifies the VoIP service with negotiated parameters; for example, 32 kbps, destination address 10.10.3.4, and UDP port 5678.
8. The SAE creates new policies that reflect changes to the traffic classifier and rate-limit profile, and then removes the existing policies from the router and installs the new policies.
9. The SAE sends interim updates to the ACP and tracking plug-ins.

For information about configuring and managing policies, see the *SRC PE Services and Policies Guide*.

### Related Documentation

- [Global and Local Parameters Overview](#)
- [Configuring Policies and Services for VoIP on page 13](#)
- [Activating VoIP Services for Assigned IP Subscribers on page 8](#)

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## Activating VoIP Services for Assigned IP Subscribers

When the SAE activates VoIP services, signaling proxies must identify subscriber equipment based on the IP address of the equipment. In the enterprise model, an IT manager typically subscribes to a service at a particular level in the subscriber hierarchy, and then provides the service to all access lines and subscribers who are at lower levels in the hierarchy. In cases such as this, the SAE manages the router interface but not the subscriber. The SAE does not know the IP addresses of the subscribers and therefore cannot provide the IP address to the signaling proxies.

A type of subscriber session called assigned IP supports the case in which the SAE does not manage the subscriber but needs to provide the IP address to signaling proxies. The SAE dynamically creates an assigned IP session based on an API call. The VoIP gateway

must provide the following information to the SAE before the SAE can create the assigned IP session:

- The subscriber's IP address
- The name of a managed interface (The SAE applies policies for service sessions to this interface.)
- The name of the virtual router in which the managed interface resides

The NIC maps the subscriber's IP address to the SAE reference of the managing SAE, the interface name, and the virtual router name and provides this information to the VoIP gateway.

The network information collector (NIC) keeps track of managed interfaces through a NIC SAE plug-in agent. When an interface start, stop, or interim update event occurs, the SAE sends the interface tracking events to the NIC SAE plug-in agent. The NIC uses this information as part of the process of creating these mappings.

**Related  
Documentation**

- [Session Management for VoIP Services Overview on page 7](#)
- [Configuring the NIC \(SRC CLI\)](#)
- [Configuring Policies and Services for VoIP on page 13](#)
- [Setting Timeouts for Assigned IP Subscriber Sessions on page 13](#)



## PART 2

# Configuration

- [Configuration Task for Setting Timeouts on page 13](#)





## CHAPTER 3

# Configuration Task for Setting Timeouts

- [Setting Timeouts for Assigned IP Subscriber Sessions on page 13](#)
- [Configuring Policies and Services for VoIP on page 13](#)

### Setting Timeouts for Assigned IP Subscriber Sessions

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To set timeouts for assigned IP subscriber sessions in the SAE configuration:

1. From configuration mode, access the SAE configuration statement that configures subscriber sessions.

```
[edit]  
user@host# edit shared sae configuration subscriber-sessions
```

2. Specify the interval after which assigned IP subscriber sessions are deactivated if no service session is active.

```
[edit shared sae configuration subscriber-sessions]  
user@host# set assigned-ip-idle-timeout assigned-ip-idle-timeout
```

#### Related Documentation

- [Session Management for VoIP Services Overview on page 7](#)
- [Tracking and Controlling Subscriber and Service Sessions with SAE APIs](#)
- [Configuring Access to Subscriber Data \(SRC CLI\)](#)
- [Activating VoIP Services for Assigned IP Subscribers on page 8](#)

### Configuring Policies and Services for VoIP

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When you set up a service that supports VoIP, you need to create a policy group for the VoIP service and assign the policy group to the VoIP service.

The SAE installs the policy on the router when the service is activated. When the service session is modified during VoIP call setup, the SAE replaces policy values with new values

that were negotiated during call setup. The SAE then creates a new policy and installs it on the router.

When you set up a policy group for VoIP services, you need to assign variable parameters to fields that the SAE will need to modify. For example, source and destination addresses and UDP ports might be replaced with actual values. Upstream and downstream rate-limit parameters, such as committed rate and burst sizes, are likely to be modified.

**Related  
Documentation**

- [Session Management for VoIP Services Overview on page 7](#)
- [Configuring Policy Groups \(SRC CLI\)](#)
- [Activating VoIP Services for Assigned IP Subscribers on page 8](#)