



# INOC-DBA

## Hotline Phone System

*aka. "The AS Number Phone"*  
*SANOG 7*

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# What's it About?

- \_ INOC-DBA: Inter-NOC Dial-by-ASN
- \_ Global Voice-over-IP hotline phone system, directly interconnecting NOCs and SIRTs within carriers, ISPs, exchange points, and vendors.

# How does it work?

- If you just dial an Autonomous System Number, it'll ring a predefined group of phones within that AS. (example: **42** )
- If you dial an ASN and an extension number, it'll ring the phones belonging to that person. (example: **42\*WEW** )
- Also, well-known extensions for NOC, abuse, routing, SIRT, et cetera.

# What is new since Last year

- \_ The provisioning system has been updated
  - \_ New user registration is largely automated
  - \_ Some user GUI issues remain
    - \_ User processes are not our priority
      - \_ Assumption is INOC DBA users have more clue
  - \_ SIP forwarding to sip:nnn@foo.bar now operational
    - \_ People can now forward calls to their various SIP devices on other networks
  - \_ New Documentation on the web
    - \_ Constant process to update. If you have any product specific information, please send them. Will publish it on the website

# More new stuff

- \_ Role accounts are now easier to handle
  - \_ You define different termination types for single phone number
- \_ Upgrade to newer software image for the 7960s is now possible, but using a different tftp server
- \_ Operator queue is now on 'RT'
  - \_ Not the best ticketing system, but we hope responses are more organized
- \_ A few more ring tones,
  - \_ Austin powers' 'nerd alert' is the latest addition, courtesy one of our users

# What has not happened

## \_ Authentication

- Each time we make up our mind more users request for delays
- I think we'll wait for a while before we do mandatory authentication
- But, if you need conferencing facilities, you need to register.

## \_ Backup Service

- We are still testing backup mechanisms
- The easiest solution is to have a second server to which users can register.
- Very likely that the second server will be at LINX.

# Stats also available online

- \_ <https://www.pch.net/inoc-dba/user/stats/index.html>
- \_ Further stats on end to end call quality is now available, but graphical interpretation not yet available.

# Future activities

- To support NAT or not is still a question
  - After much feedbacks at Operational forums, we decided not to spend resources on NAT
  - But, we have an operational STUN server for tests
- SIP Anycast
  - We are not yet anywhere close to implementing this, simply because we cannot make it work.
  - Inputs are appreciated. We use SER as our SIP Proxy.
- Backup proxy
  - This should be done in immediate future.



# Current Issues

- \_ Supporting new varieties of Phones
  - \_ I don't have physical access to all varieties of phones..
- \_ In May 2005, Routing Outage combined with the PAIX Switch outage took the server offline often. We are looking at creating a fall-back server. Most phone we have seen support a primary and secondary SIP Proxy, thus the immediate plan to install a backup proxy. At a later stage, we'll give thoughts on integrating the two server database.

# New Ideas

- \_ Make the conferencing facility available for those who have authentication enabled
  - Done. Send e-mail to 'operator@pch.net' for details.
- \_ Create a one-way path for authentication, i.e, if anyone has previously used authentication, deny them service without authentication
- \_ Auto Dial back number
  - There are users who have done this.

# How to Participate

- **With your own phones:**

We need your contact info and ASNs.

<http://www.pch.net/inoc-dba/> has 'New User' section

- **With phones from us:**

We are no longer shipping phones regularly. It's a long wait.

We need your contact and shipping address, ASNs, and extension number.

Questions / Open Mike

# More Information

➤ General information:

<http://www.pch.net/inoc-dba/>

➤ Mailing-list archive:

<http://www.pch.net/resources/discussion/inoc-dba/archive/>

➤ Who's participating:

<http://www.pch.net/inoc-dba/directory/>

## Major Deployments

\_Netnod – All IX participants get Phones

\_WAIA – All IX participants / WAIA Members get Phones

\_.BR – All LIRs of the Brazilian Registry get a Phone

# Is it Difficult to Set Up?

