

# **Call Admission Control**

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# **Overview**

The Call Admission Control feature enables you to control the audio quality and video quality of calls over a wide-area (IP WAN) link by limiting the number of calls that are allowed on that link at the same time. Audio and video quality can begin to degrade when too many active calls exist on a link and the amount of bandwidth is oversubscribed. Call Admission Control regulates audio and video quality by limiting the number of calls that can be active on a particular link at the same time.

The Call Admission Control feature controls number of calls based on resources and bandwidth, proactively reserve resources for good quality video calls, ensures that traffic adheres to QoS policies within each network.

Cisco Unified Border Element (CUBE) provides different CAC mechanisms that are based on:

- Total Calls, CPU, or Memory
- Call Spike Detection
- Maximum Calls per Destination
- Dial-peer or Interface Bandwidth

## **Feature Information**

The following table provides release information about the feature or features described in this module. This table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to <a href="https://www.cisco.com/go/cfn">www.cisco.com/go/cfn</a>. An account on Cisco.com is not required.

Table 1: Feature Information for Bandwidth-Based Call Admission Control

Feature Name	Releases	Feature Information
Bandwidth-Based Call Admission Control	Baseline Feature	The following commands were introduced or modified:
		call threshold interface, error-code-override, max-bandwidth, show call threshold, voice-class sip

# **Configure CAC Based on Total Calls, CPU or Memory**

The Call Admission Control (CAC) based on CPU Utilization feature permits the Cisco Voice Gateways to deny incoming calls exceeding a pre-configured threshold, permitting the selection of a system CPU load level value.

The 'Call Threshold' command allows you to configure two thresholds, high and low. The 'Call Treatment' is triggered when the current value of a resource goes beyond the configured high value. The 'Call Treatment' remains in effect until the current resource value falls below the configured low value.

#### **SUMMARY STEPS**

- 1. enable
- 2. configure terminal
- 3. call threshold global [cpu-5sec | cpu-avg | io-mem | proc-mem | total-calls | total-mem] low low-threshold high high-threshold
- 4. call treatment on
- 5. end

#### **DETAILED STEPS**

	Command or Action	Purpose
Step 1	enable	Enables privileged EXEC mode.
	Example:	• Enter your password if prompted.
	Device>enable	
Step 2	configure terminal	Enters global configuration mode.
	Example:	
	Device# configure terminal	

	Command or Action	Purpose
Step 3	call threshold global [cpu-5sec   cpu-avg   io-mem   proc-mem   total-calls   total-mem] low low-threshold high high-threshold  Example:  Device(config) # call threshold global total-calls low 1 high 1  or Device(config) # call threshold global cupu-avg low 75 high 85  or  Device(config) # call threshold global toal-mem low 75 high 85	CPU utilization on the gateway exceeds 95%, and if the in-use process memory on the gateway exceeds 98%.
Step 4	<pre>call treatment on Example: Device(config) # call treatment on</pre>	Enables the call treatment feature.
Step 5	<pre>end Example: Device(config)# end</pre>	Exits global configuration mode and enters privileged EXEC mode.

# Example: Internal Error Code (IEC) for Default Call Rejection Based on CPU Utilization and Memory

Following is the sample Internal Error Code (IEC) that explains default call rejection based on CPU utilization and memory:

# **Configure CAC Based on Call Spike Detection**

The Call Admission Control (CAC) based on Call Spike Detection feature permits the Cisco Voice Gateways to monitor call arrival rate over a moving window of time. Calls exceeding the configured rate threshold are

rejected. This feature helps in protecting against unexpected high call volumes, and INVITE-based DoS attacks.

You can configure this feature globally or on a per dial-peer level. Error code is sent when a call spike occurs, the error code is configurable globally or on a per dial-peer level.

#### **SUMMARY STEPS**

- 1. enable
- 2. configure terminal
- **3.** call spike threshold call number <1-2147483647>steps<3-10> size<100-250>
- 4. call treatment on
- 5. end

#### **DETAILED STEPS**

-	Command or Action	Purpose
Step 1	enable	Enables privileged EXEC mode.
	Example:	• Enter your password if prompted.
	Device>enable	
Step 2	configure terminal	Enters global configuration mode.
	Example:	
	Device# configure terminal	
Step 3	call spike threshold call number <1-2147483647>steps<3-10> size<100-250>	Configures the Call Spike Call Admission Control feature at the device level to reject SIP calls when the call spike is
	Example:	detected as per the configuration (10 incoming call requests per 300 milliseconds)
	Device(config)# call spike 10 steps 3 size 100 Device(config)# call spike 12	
Step 4	call treatment on	Enables the call treatment feature.
	Example:	
	Device(config)# call treatment on	
Step 5	end	Exits global configuration mode and enters privileged EXEC
	Example:	mode.
	Device(config)# end	

# **Configure CAC Based on Maximum Calls per Destination**

The Call Admission Control (CAC) based on Maximum Calls per Destination feature permits the Cisco Voice Gateways to restricting the number of concurrent calls that can be active on a VoIP dial peer. Maximum connections work on individual dial-peers and do not provide CAC for the entire gateway.

#### **SUMMARY STEPS**

- 1. enable
- 2. configure terminal
- 3. dial-peer voice tag voip
- 4. session protocol sipv2
- 5. max-conn
- 6. end

#### **DETAILED STEPS**

	Command or Action	Purpose
Step 1	enable	Enables privileged EXEC mode.
	Example:	• Enter your password if prompted.
	Device>enable	
Step 2	configure terminal	Enters global configuration mode.
	Example:	
	Device# configure terminal	
Step 3	dial-peer voice tag voip	Enters dial peer voice configuration mode.
	Example:	
	Device(config)# dial-peer voice 10 voip	
Step 4	session protocol sipv2	Configures SIP as the session protocol type.
	Example:	
	Device(config-dial-peer)# session protocol sipv2	
Step 5	max-conn	Configures the Maximum Calls per Destination Call
	Example:	Admission Control feature at the device level to allow only 2 toll calls.
	Device(config) # max-conn <1-214748364>	

	Command or Action	Purpose
Step 6	end	Exits global configuration mode and enters privileged EXEC
	Example:	mode.
	Device# end	

# **Bandwidth-Based Call Admission Control**

The Bandwidth-Based Call Admission Control (CAC) feature provides the functionality to reject SIP calls when the bandwidth accounted by the SIP signaling layer exceeds the aggregate bandwidth threshold for VoIP media traffic—voice, video, and fax. This functionality helps you prevent Quality of Service (QoS) degradation of VoIP media traffic for existing calls when the bandwidth allocated for VoIP traffic is fully utilized.

Midcall media renegotiation can also be rejected if the configured maximum bandwidth threshold for the VoIP media traffic is exceeded. The call continues as per the previously negotiated media codecs if midcall media renegotiation is rejected.

The excess subscription of the bandwidth allocated for VoIP traffic results in VoIP media packets being dropped or delayed, irrespective of the VoIP call to which they belong. Under such circumstances, it is better to deny new calls to prevent QoS deterioration for existing VoIP call traffic. The existing traffic congestion resolution mechanisms do not differentiate between media packets of existing calls (admitted) and new calls (oversubscribed). Similarly, existing call signaling is unaware of the media traffic congestion. The Bandwidth-Based Call Admission Control feature fills this gap by rejecting new SIP calls when the bandwidth allocated for VoIP traffic is fully utilized. The actual bandwidth usage is not measured and policed. The lower-level QoS policies control the traffic characteristics for the specified traffic class.



Note

The Bandwidth-Based Call Admission Control feature is applicable only to VoIP traffic.

### **Maximum Bandwidth Calculation**

The bandwidth requirement for each SIP call leg is calculated using the codec information available in the SDP. Here, the actual media bandwidth used is not measured.

Bandwidth in Kilo bits per second (Kbps) = [codec bytes + RTP header (12) + UDP (8) + IP Header (20 or 40)] \* Packets per seconds \* 8/1000

Where, codec bytes = Codec payload size, in bytes, for a given packetization interval.

RTP header = Size of the RTP header, in bytes.

UDP = Size of the UDP header, in bytes.

IP Header = Size of the IP header, in bytes. The IPV4 header is 20 bytes and the IPV6 header is 40 bytes.

Packets per second = Number of RTP packets sent or received per second. This value is as per the negotiated packetization interval. The SDP media attribute "ptime" indicates the number of packets per second.

# **Bandwidth Tables**

This section provides the sample maximum bandwidth calculation for audio and fax calls.

Table 2: Audio Bandwidth Table

Codec and Bit Rate (Kbps)	Codec Sample Size in Bytes	Voice Payload Size in Bytes	Voice Payload Size in Milliseconds	Packets Per Second	Bandwidth for IPv4 (excluding Layer 2) in Kbps	Bandwidth for IPv6 (excluding Layer 2) in Kbps
G.711 (64 Kbps)	80	160	20	50	80	88
G.729 (8 Kbps)	10	20	20	50	24	32
G.723.1 (6.3 Kbps)	24	24	30	33.3	17	22
G.723.1 (5.3 Kbps)	20	20	30	33.3	16	21
G.726 (32 Kbps)	20	80	20	50	48	56
G.726 (24 Kbps)	15	60	20	50	40	48
G.726 (16 Kbps)	10	40	20	50	32	40
G.728 (16 Kbps)	10	40	20	50	32	40
G722_64k (64 Kbps)	80	160	20	50	80	88
ilbc_mode_20 (15.2 Kbps)	38	38	20	50	31	39
ilbc_mode_30 (13.33 Kbps)	50	50	30	33.3	24	29
gsm (13 Kbps)	33	33	20	50	30	37
gsm (12 Kbps)	32	32	20	50	29	37
G.Clear (64 Kbps)	80	160	20	50	80	88

GSM AMR	_	_	_	_	15	15
ISAC (32 Kbps)	_		_	_	37	37
Aacld (mpeg4)			_	_	Derived from the SDP bandwidth attribute (TIAS)	Derived from the SDP bandwidth attribute (TIAS)

#### Table 3: Fax Bandwidth Table

T.38 Fax Bit Rate	Redundancy	Maximum Bandwidth in Kbps
2400	None	8
2400	Redundancy	17
9600 (default)	None	16
9600 (default)	Redundancy	46
14400	None	20
14400	Redundancy	65
33600	None	40
33600	Redundancy	142

## **Restrictions**

- CUBE, configured with the Bandwidth-Based Call Admission Control feature, will not reject the call if the bandwidth of the SDP answer is greater than the bandwidth of the SDP offer.
- Layer 2 overhead is not included in the bandwidth calculation.
- A midcall delayed-offer (DO) to DO call is disconnected if the bandwidth requested in an offer message (200 OK) exceeds the threshold bandwidth.
- Real Time Transport Control Protocol (RTCP) and RTP Named phone Event (RTP-NTE) bandwidth requirement is not computed.
- The Bandwidth-Based Call Admission Control feature does not support:
  - Cisco fax relay.
  - Filtering of codecs to accommodate calls within the available bandwidth.

- Media flow-around, Session Description Protocol (SDP) pass-through, out-of-box low-density transcoding, high-density transcoding, video transcoding, and midcall consumption functionalities.
- Non-SIP call legs.
- Subinterfaces for bandwidth-based CAC on an interface.

# **Configure Bandwidth-Based Call Admission Control**

### Configure Bandwidth-Based Call Admission Control at the Interface Level

Configure the Bandwidth-Based Call Admission Control feature at the interface level to reject SIP calls when the bandwidth that is required for the call exceeds the aggregate bandwidth threshold.

Configure the Bandwidth-Based Call Admission Control feature for the following interfaces:

- ATM
- Ethernet (Fast Ethernet, Gigabit Ethernet)
- Loopback
- Serial



Note

It is recommended that you configure a bind media to associate a specific interface for SIP calls. Otherwise, the interface that is used for the calls is determined based on the best local address that can access the remote media source address (for early offer calls) or the remote signaling source address (for delayed offer calls). When you use a Loopback interface to configure CAC, you must configure an additional bind-to-bind media with the Loopback interface at the global level or the dial peer level. Configure the **bind media source-interface loopback** *number* command in service SIP configuration mode to configure a bind media.

#### **SUMMARY STEPS**

- 1. enable
- 2. configure terminal
- **3.** call threshold interface type number int-bandwidth {class-map name [l2-overhead percentage] | low low-threshold high high-threshold} [midcall-exceed]
- 4. end

#### **DETAILED STEPS**

	Command or Action	Purpose
Step 1	enable	Enables privileged EXEC mode.
	Example:	Enter your password if prompted.

	Command or Action	Purpose
	Device> enable	
Step 2	configure terminal	Enters global configuration mode.
	Example:	
	Device# configure terminal	
Step 3	call threshold interface type number int-bandwidth {class-map name [12-overhead percentage]   low low-threshold high high-threshold} [midcall-exceed]  Example:  Device(config) # call threshold interface GigabitEthernet 0/0 int-bandwidth low 1000 high 20000 midcall-exceed  or  Device(config) # call threshold interface GigabitEthernet 0/0 int-bandwidth class-map voip-traffic 12-overhead 20 midcall-exceed	Configures the Bandwidth-Based Call Admission Control feature at the interface level to reject SIP calls when the bandwidth that is required for the calls exceed the aggregate bandwidth threshold.  • You can configure the call threshold interface type number low low-threshold high high-threshold [midcall-exceed] command to apply call admission control to reject SIP calls once the accounted bandwidth reaches the high-threshold value and remains above the low-threshold value.  • You can configure the call threshold interface type number int-bandwidth class-map name [12-overhead percentage] [midcall-exceed] command to use the bandwidth value provisioned in the QoS policy under the interface for VoIP media traffic for CAC. See the Modular Quality of Service Command-Line Interface Overview document at http://www.cisco.com/en/US/docs/ios/12_2/qos/configuration/guide/qcfmdcli.html for information on the usage of the QoS policy with Call Admission Control.  • SIP calls are rejected when the calculated aggregate bandwidth of VoIP media traffic on the specified interface exceeds the configured bandwidth threshold.
Step 4	end Example:	Exits global configuration mode and enters privileged EXEC mode.
	Device(config)# end	

# **Configure Bandwidth-Based Call Admission Control at the Dial Peer Level**

You can configure the Bandwidth-Based Call Admission Control feature at the dial peer level to reject SIP calls when the bandwidth that is required for the calls exceeds the aggregate bandwidth threshold.

#### **SUMMARY STEPS**

- 1. enable
- 2. configure terminal

- 3. dial-peer voice tag voip
- 4. session protocol sipv2
- **5.** max-bandwidth bandwidth-value [midcall-exceed]
- 6. end

#### **DETAILED STEPS**

	Command or Action	Purpose
Step 1	enable	Enables privileged EXEC mode.
	Example:	• Enter your password if prompted.
	Device> enable	
Step 2	configure terminal	Enters global configuration mode.
	Example:	
	Device# configure terminal	
Step 3	dial-peer voice tag voip	Enters dial peer voice configuration mode.
	Example:	
	Device(config)# dial-peer voice 44 voip	
Step 4	session protocol sipv2	Configures the Bandwidth-Based Call Admission Control
	Example:	feature for SIP dial peers only.
	Device(config-dial-peer)# session protocol sipv2	
Step 5	max-bandwidth bandwidth-value [midcall-exceed]	Configures the Bandwidth-Based Call Admission Control
	Example:	feature at the dial peer level to reject SIP calls when the bandwidth that is required for the calls exceed the aggregate bandwidth threshold.
	Device(config-dial-peer)# max-bandwidth 24 midcall-exceed	Configuring the <b>midcall-exceed</b> keyword allows exceeding the bandwidth threshold during mid-call media renegotiation. Media renegotiation exceeding the bandwidth threshold is rejected by default.
Step 6	end	Exits dial peer configuration mode and enters privileged
	Example:	EXEC mode.
	Device(config-dial-peer)# end	

### Configure the Bandwidth-Based Call Admission Control SIP Error Response Code Mapping

Mapping of the call rejection cause code to a specific SIP error response code is known as error response code mapping. The cause code for the call rejected because of the bandwidth-based CAC can be mapped to a SIP error response code 400–600. The default SIP error response code is 488.

You can configure SIP error response codes for calls that are rejected by the Bandwidth-Based Call Admission Control feature at the global level, dial peer level, or both.

#### Configure Bandwidth-Based Call Admission Control SIP Error Response Code Mapping at the Global Level

#### **SUMMARY STEPS**

- 1. enable
- 2. configure terminal
- 3. voice service voip
- sir
- 5. error-code-override cac-bandwidth failure sip-status-code-number
- 6. end

#### **DETAILED STEPS**

	Command or Action	Purpose
Step 1	enable	Enables privileged EXEC mode.
	Example:	• Enter your password if prompted.
	Device> enable	
Step 2	configure terminal	Enters global configuration mode.
	Example:	
	Device# configure terminal	
Step 3	voice service voip	Enters voice-service configuration mode.
	Example:	
	Device(config)# voice service voip	
Step 4	sip	Enters service SIP configuration mode.
	Example:	
	Device(conf-voi-serv)# sip	
Step 5	error-code-override cac-bandwidth failure sip-status-code-number	Configures bandwidth-based CAC SIP error response code mapping at the global level.
	Example:	

	Command or Action	Purpose	
	Device(conf-serv-sip)# error-code-override cac-bandwidth failure 500		
Step 6	end Example:	Exits service SIP configuration mode and enters privile EXEC mode.	
	Device(conf-serv-sip)# end		

#### Configure Bandwidth-Based Call Admission Control SIP Error Response Code Mapping at the Dial Peer Level

#### **SUMMARY STEPS**

- 1. enable
- 2. configure terminal
- **3.** dial-peer voice tag {pots | voatm | vofr | voip}
- $\textbf{4.} \quad \textbf{voice-class sip error-code-override cac-bandwidth failure} \ \{\textit{sip-status-code-number} \ | \ \textbf{system} \}$
- **5**. end

#### **DETAILED STEPS**

	Command or Action	Purpose			
Step 1	enable	Enables privileged EXEC mode.			
	Example:	Enter your password if prompted.			
	Device> enable				
Step 2	configure terminal	Enters global configuration mode.			
	Example:				
	Device# configure terminal				
Step 3	dial-peer voice tag {pots   voatm   vofr   voip}	Enters dial peer voice configuration mode.			
	Example:				
	Device(config)# dial-peer voice 88 voip				
Step 4	voice-class sip error-code-override cac-bandwidth failure {sip-status-code-number   system}	Configures bandwidth-based CAC SIP error response code mapping at the dial peer level.			
	Example:				
	Device(config-dial-peer)# voice-class sip error-code-override cac-bandwidth failure 500				

	Command or Action	Purpose		
Step 5	end	Exits dial peer configuration mode and enters privileged		
	Example:	EXEC mode.		
	Device(config-dial-peer)# end			

### **Verify Bandwidth-Based Call Admission Control**

Perform this task to verify the configuration for the Bandwidth-Based Call Admission Control feature on CUBE. The **show** commands need not be entered in any specific order.

#### **SUMMARY STEPS**

- 1. enable
- 2. show call threshold config
- 3. show call threshold status
- 4. show call threshold stats
- 5. show dial-peer voice

#### **DETAILED STEPS**

#### **Procedure**

#### Step 1 enable

#### Example:

Device>enable

Enables privileged EXEC mode.

#### Step 2 show call threshold config

#### **Example:**

Device# show call threshold config

Some resource polling interval: CPU\_AVG interval: 60 Memory interval: 5

IF	Type	Value	Low	High	Enable
GigabitEthernet0/0	int-bandwidth	0	100	400	N/A

Displays the active call threshold configuration at the interface level for all resources.

#### Step 3 show call threshold status

#### Example:

Device# show call threshold status

Status	IF	Type	Value	Low	High	Enable
Avail	GigabitEthernet0/0	int-bandwidth	0	100	400	N/A

Displays the availability status of resources that are configured when the Bandwidth-Based Call Admission Control feature is enabled at an interface level.

#### **Step 4** show call threshold stats

#### Example:

Recorded time: 04:29:39 UTC Wed Dec 8 2010

Displays the statistics of resources that are configured when the Bandwidth-Based Call Admission Control feature is enabled at an interface level.

#### Step 5 show dial-peer voice

#### Example:

```
Device# show dial-peer voice

incoming called-number = `2000', connections/maximum = 0/unlimited,
bandwidth/maximum = 0/400,
......

Successful Calls = 0, Failed Calls = 0, Incomplete Calls = 0
Accepted Calls = 3, Refused Calls = 0,
Bandwidth CAC Accepted Calls = 3, Bandwidth CAC Refused Calls = 0
```

Displays information for the voice dial peer.

## **Tips to Troubleshoot**

The following commands can help troubleshoot the Bandwidth-Based Call Admission Control feature:

- debug ccsip all
- debug voice ccapi all

# **Configuration Examples for Bandwidth-Based Call Admission Control**

### **Example: Configuring Bandwidth-Based Call Admission Control at the Interface Level**

The following example shows how to configure CUBE to reject new SIP calls if the accounted VoIP media bandwidth on Gigabit Ethernet interface 0/0 exceeds 400 Kbps of bandwidth and continues to have a bandwidth above 100 Kbps:

```
Device> enable
Device# configure terminal
Device(config)# call threshold interface GigabitEthernet 0/0 int-bandwidth low 100 high
400
```

The following example shows how to configure CUBE to reject new SIP calls if the VoIP media bandwidth on Gigabit Ethernet interface 0/0 exceeds the configured bandwidth for priority traffic in the "voip\_traffic" class:

```
Device*enable
Device# configure terminal
Device(config)# class-map match-all voip-traffic

Device(config-cmap)# policy-map voip-policy
Device(config-pmap)# class voip-traffic
Device(config-pmap-c)# priority 440
Device(config-pmap-c)# end

Device# enaconfigure terminalble
Device(config)# call threshold interface GigabitEthernet 0/0 int-bandwidth class-map voip-traffic 12-overhead 10
```



Note

Layer 2 overhead of 10 percent in the **call threshold** command indicates that the IP bandwidth, excluding Layer 2, is 90 percent of the configured priority bandwidth.

### **Example: Configuring Bandwidth-Based Call Admission Control at the Dial Peer Level**

The following example shows how to configure CUBE to reject calls once the accounted aggregate bandwidth of active calls exceeds 400 Kbps for a SIP dial peer:

```
Device> enable
Device# configure terminal
Device(config)# dial-peer voice 2000 voip
Device(config)# session protocol sipv2
Device(config-dial-peer)# max-bandwidth 400
```

# Example: Configuring the Bandwidth-Based Call Admission Control SIP Error Response Code Mapping at the Global Level

The following example shows how to configure CUBE for bandwidth-based CAC SIP error response code mapping at the global level:

```
Device> enable
Device# configure terminal
Device(config)# voice service voip
Device(conf-voi-serv)# sip
Device(conf-serv-sip)# error-code-override cac-bandwidth 500
```

# Example: Configuring the Bandwidth-Based Call Admission Control SIP Error Response Code Mapping at the Dial Peer Level

The following example shows how to configure CUBE for bandwidth-based CAC SIP error response code mapping at the dial peer level:

```
Device> enable
Device# configure terminal
Device(config)# dial-peer voice 88 voip
Device(config-dial-peer)# voice-class sip error-code-override cac-bandwidth failure 500
```

Example: Configuring the Bandwidth-Based Call Admission Control SIP Error Response Code Mapping at the Dial Peer Level