Improve polycom phones fallback delays

If the default fall-back delay is not acceptable for your architecture you can use the following advisory documents from Polycom:

http://supportdocs.polycom.com/PolycomService/support/global/documents/support/technical/products/voice/SIP_Server_Fallback_TB5844.pdf
http://supportdocs.polycom.com/PolycomService/support/global/documents/support/technical/products/voice/DNS_Cache_TB36033.pdf
http://supportdocs.polycom.com/PolycomService/support/global/documents/support/technical/products/voice/Configuring_Optional.pdf

http://plcmtechnet.com/documents/voice-conferencing/unified-communications-software-ucs/5-1-0/administrator-guide/set-advanced-phone-features#_Configuring_the_Static

Below you can find an example of this recommendations applied on a live environment:

Components

1. Servers -03
2. Ethernet Switch -01
3. IP phone with DNSSRV functionality -02
4. FXS Gateway with DNSSRV Functionality -01

Setup Diagram & Configuration-
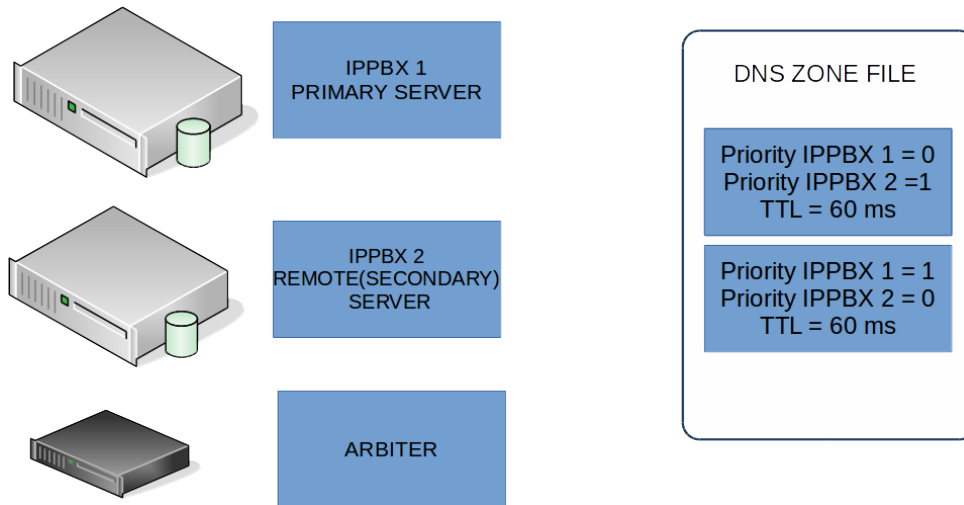
Step 1- Enable the Unmanaged Service in DNS Option as shown below

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DNS Service

Forwarders

Company or ITSP DNS servers to resolve names OUTSIDE it's domain

Primary External DNS server   `8.8.8.8`

DNS server in your company or your ITSP. Can also be a publicly available DNS server like 8.8.8.8.

Secondary External DNS server

In the event the primary DNS server is unavailable, system will use this server.

Additional External DNS server

Additional External DNS server

Additional External DNS server

Access Control Statement

Allow Recursion ACL   `10.161.17.121,10.161.17.122,172.16.0.0/12,192.168.0.0/16,10.0.0.0/8,127.0.0.0/8`

(Default: 10.161.17.121,10.161.17.122,172.16.0.0/12,192.168.0.0/16,10.0.0.0/8,127.0.0.0/8)

Groups of hosts (comma separated values of IP addresses or subnet) allowed to make recursive queries on the nameserver.
Leave empty for allowing all hosts to perform recursive queries on the nameserver.

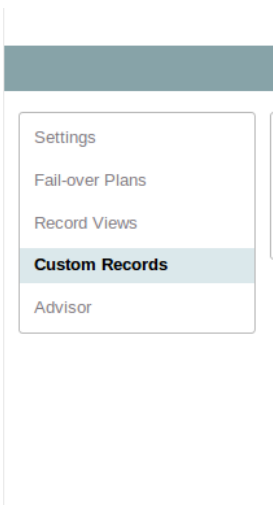### Configuration Control

Unmanaged Service   ☑   *(Default: unchecked)*

Company or ITSP DNS servers to resolve ALL names instead of local DNS servers.

As an alternative in later versions of Sipxcom you could use custom records to edit a new entry in DNS configuration

Settings

Fail-over Plans

Record Views

Custom Records

Advisor

Or you can simply use an external BIND server.

Step 2 - Edit priority according to below diagram

```
                DNS Zone File for PRIMARY

_sip._tcp     IN     SRV 1 10 5060 ippbx
_sip._tcp     IN     SRV 0 10 5060 ippbx2
_sip._udp     IN     SRV 1 10 5060 ippbx
_sip._udp     IN     SRV 0 10 5060 ippbx2


                DNS Zone File for SECONDARY

_sip._tcp     IN     SRV 0 10 5060 ippbx
_sip._tcp     IN     SRV 1 10 5060 ippbx2
_sip._udp     IN     SRV 0 10 5060 ippbx
_sip._udp     IN     SRV 1 10 5060 ippbx2
```

Step 3 - Set TTL parameter -same value for both servers

```
            DNS Zone File for both Primary and
                         Secondary


$TTL 60
@ IN SOA  ns1.mihai.test. root.mihai.test. (
            92829637 ; serial#
            60           ; refresh, seconds
            60           ; retry, seconds
            60           ; expire, seconds
            60 )         ; minimum TTL, seconds
```

Note:

Special thanks to Amit Kansal and Rakesh Panwar who tested and implemented this scenario