

SBC Validator Report

sbc-teams-01.contoso.com · vendor audiocodes · site unspecified

BLOCK

risk 100/100

Ruleset: 2026-06-07

Findings: 8

Validated: 2026-06-19T16:11:11+00:00

Engine: local-first (raw config never left this environment)

CRITICAL: 2

HIGH: 3

MEDIUM: 2

LOW: 0

INFO: 1

Predicted call outcome: NO_CONNECT · breaks at TLS handshake

Predicted: NO calls connect. Chain breaks at TLS handshake.

CRITICAL

C.CA.ROOT_MISSING

domain C

2 of 7 required root CAs missing

where: TlsContext 'Teams'

Why: Trust store is missing root CAs Microsoft anchors Teams SIP certificates in (per the 2025-12 Direct Routing CA update). Handshake hard-fails once rotation reaches an untrusted root. Missing: DigiCert TLS ECC P384 Root G5 (SHA1 17F3DE5E9F0F19E98EF61F32266E20C407AE30EE); DigiCert TLS RSA 4096 Root G5 (SHA1 A78849DC5D7C758C8CDE399856B3AAD0B2A57135)

Fix: Install the missing root CA chains into the Teams TLS context trust store before the next Microsoft rotation.

CRITICAL

D.NAT.PRIVATE_ADVERTISED

domain D

Non-routable IP advertised as public media address

where: media realm 'Default'

Why: Realm advertises non-routable IP 10.50.30.40 in SDP; remote-worker media will not return -> one-way audio.

Fix: Set the advertised media address to a public, routable NAT IP.

HIGH

B.SIP.TRANSPORT

domain B

Teams interface transport is 'tcp', not TLS

where: iface 'Teams-SIP'

Why: Direct Routing requires TLS for SIP signaling; TCP/UDP will be rejected by Teams.

Fix: Set the Teams SIP interface transport to TLS.

HIGH

C.TLS.MTLS_DISABLED

domain C

mTLS not enabled on Teams interface

where: TlsContext 'Teams'

Why: Microsoft DR uses mutual TLS; without it the 2026 root-CA trust requirements aren't exercised and handshakes may fail.

Fix: Enable mutual TLS on the Teams SIP TLS context.

HIGH

C . SRTP . DISABLED domain C

SRTP not enabled on the Teams media leg

where: iface 'Teams-SIP'

Why: Microsoft Direct Routing requires encrypted media (SRTP, offered as SDP a=crypto). Without it Teams will not establish media and the call has no audio.

Fix: Enable SRTP on the Teams leg with the AES_CM_128_HMAC_SHA1_80 crypto suite.

MEDIUM

B . SIP . OPTIONS _KEEPALIVE domain B

SIP OPTIONS keep-alive not enabled on Teams interface

where: iface 'Teams-SIP'

Why: Teams uses OPTIONS pings to track SBC health; without it the SBC can be marked down, causing intermittent call failures.

Fix: Enable SIP OPTIONS keep-alive toward Teams.

MEDIUM

D . NAT . NO _SYMMETRIC _RTP domain D

Symmetric RTP disabled

where: media realm 'Default'

Why: Without symmetric RTP/latching, media from NATed peers is often dropped, producing one-way or no audio.

Fix: Enable symmetric RTP (latching) on the media realm.

INFO

E . CODEC . AMRWB _NOT _OFFERED domain E

Teams leg does not offer AMR-WB (2026 prioritized wideband)

where: iface 'Teams-SIP'

Why: Since 2026 Microsoft offers AMR-WB on Direct Routing trunks and prioritizes it when the SBC offers it back. Without it, calls negotiate another common codec (no outage), at reduced audio quality. Also confirm the SBC tolerates the unknown payload type 121 in Teams' SDP offer.

Fix: Add AMR-WB to the Teams-leg codec list if the SBC supports it (HD audio); otherwise verify graceful fallback against the 2026 Teams SDP offer.