

Firewall Rules - Revised 2019

Disable SIP ALG - VERY VERY IMPORTANT!

Consistent NAT should be enabled

Default UDP Connection Timeout should be 60 seconds

Also the below block of IP Addresses should be whitelisted

64.94.196.0/23

198.58.40.0/21

206.166.216.0/22

VOIP SERVERS

The most important services for Voip are Sip (registration and call control) and Rtp (audio). Since the introduction of Sip Proxy these may originate from different IPs depending if the customer Registration Type is Sip Proxy or Feature Server.

If the type is Feature Server, both Sip and Rtp will originate from that IP.

If it is Sip Proxy, Sip will originate from Sip Proxy IP, and Rtp from the Feature Server IP.

Sip Proxy:

SIP Server: SIP Proxy server hostname is listed in Customer Settings page, Service tab, as the Registration Server; ping the hostname to get the IP.

SIP Ports: 5060-5080 or as decided by your router.*

RTP Server: Feature Server hostname is listed in Customer Settings page, Service tab; ping the hostname to get the IP.

RTP Ports: 10000 - 60000 UDP

Feature Server:

SIP and RTP Server: Feature Server hostname is listed in Customer Settings page, Service tab.

SIP Ports: 5060-5080 or as decided by your router.*

RTP Ports: 10000 - 60000 UDP

* Most Sip equipment works on port 5060 natively, but your router will usually NAT most phones to other ports on the WAN side.

The ports can be seen by going to the extension detail page and clicking Show Details.

An exception to this is the Edgemark router which will handle all traffic on 5060 Wan-side by default.

PROVISIONING SERVER

sipregistration.com which is load balanced between these 4 servers:

prov1.sipregistration.com 184.169.138.90

prov2.sipregistration.com 23.21.130.170

prov3.sipregistration.com 54.92.163.117

prov4.sipregistration.com 50.19.53.86

These IPs can change at any time, and we recommend allowing via ports rather than IPs.

Depending on the method of provisioning this will traverse on these ports:

FTP: 21; 1024 - 1536 TCP (Passive FTP)

HTTP: 80 TCP

TFTP: 69 UDP

Cisco 7940/7960 phones now also provision via TFTP to 184.169.138.90.

Grandstream 2000 phones provision via TFTP to 64.94.196.99.

WEB SERVER AND APPS

TCP 80 (HTTP)

TCP 443 (HTTPS)

Every Service Provider has a portal hostname and IP which the customer's browser will use.

The I web portal server IP is 64.94.196.58.

Presence information (red/green registration status indicators) and User Dashboard information is sent to your web browser from the presence server [api-east.coredial.com23.21.206.101]. This works within the browser and should not require special configuration.

Comm Client works within the browser and communicates to a cluster via TCP and should not require special configuration.