

TELE2 VÅXEL CONTACT CENTER

Firewall settings

About this document

This document describes hosts and ports for various types of traffic to and from Tele2 Växel Contact Center.

The document will be updated upon changes in the Tele2 Växel Contact Center platform and/or surrounding systems.

We recommend that you occasionally revisit the document to ensure that your firewall has the correct settings at all times.

For whom is this document?

This instruction is aimed at personnel with sufficient knowledge in configuring the company firewall.

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Customer Firewall/CPE settings

Host	Route	Direction	Destination port	Protocol	Transport	Comments
Tele2 Växel Contact Center 212.247.187.19	Dedicated transmission (IP-VPN)	Outgoing	80	HTTP	TCP	Web Agent/Web Manager and other web services
192.36.19.44	Internet					
Tele2 Växel Contact Center 212.247.187.19	Dedicated transmission (IP-VPN)	Outgoing	443	HTTP(S)	TCP	Web Agent/Web Manager and other web services
192.36.19.44	Internet					
Tele2 Växel Contact Center 212.247.187.20	Dedicated transmission (IP-VPN)	Incoming Outgoing	5060	SIP	TCP	Signalling between Tele2 Växel Contact Center and Agent software
Tele2 Växel Contact Center 212.247.187.19	Dedicated transmission (IP-VPN)	Incoming Outgoing	2600	SIP	TCP	TCP Proprietary
			2613			
			2614			
			2616			
			2617			TCP Proprietary, Chat
						TCP Proprietary, E-mail
Tele2 Växel Contact Center 212.247.187.21	Dedicated transmission (IP-VPN)	Incoming Outgoing	40000- 50000	RTP	UDP	Media/speech traffic. Ports within this range are randomly allocated when the call is set up
Tele2 Växel Contact Center 212.247.187.19	Dedicated transmission (IP-VPN)	Incoming Outgoing	137	NetBIOS		
Tele2 Växel Contact Center 212.247.187.19	Dedicated transmission (IP-VPN)	Incoming Outgoing	445	SMB	TCP	Updates
Tele2 Växel Contact Center 212.247.187.35	Dedicated transmission (IP-VPN)	Outgoing	21	FTP	TCP	FTP server for retrieving recorded calls

For added flexibility, we recommend allowing the networks 212.247.187.16/29 and 212.247.187.32/29 instead of the specific hosts within those networks that are mentioned above.

Please see also the Firewall settings document for Tele2 Växel, which can be retrieved at <https://www.tele2.se>

QoS settings

Network

All Tele2 network equipment in the solution is configured for QoS, with a priority for voice traffic.

To ensure adequate voice quality, the customer network needs to be configured for QoS, with a priority for voice (DSCP 46) and control traffic (signalling –DSCP 26).

Tele2 recommends that the Solidus-clients get fixed IP-addresses, to ensure QoS between agents for internal calls.

Client equipment

For the Tele2 Contact Center Softphone (Mitel Solidus Agent), the QoS tagging must be set in Windows. We recommend using Group policies. For reference, please see <https://technet.microsoft.com/sv-se/library/cc771283%28v=ws.11%29.aspx>

The group policy shall include that DSCP is set to 46 for UDP-traffic from the application to the following servers:

212.247.187.20

212.247.187.21

[Installation path]\Agent.exe

Ex. C:\Program Files (x86)\Mitel\MiCCEnterprise\Applications\Bin\Agent.exe

Normal call

The phone call is set up through SIP messages using port 5060. When the call is answered a random port from 40000 to 50000 is used for the media stream.

Status- and indication messages (call clearing, DTMF) are sent and received using the SIP port.