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Firewall & Security Guide

In order for IP phones, portals and applications to be able to access the service, some firewalls may need adjusting to allow the traffic through. If the End Customer is running inside to outside rules then ports should be opened to allow the WHC protocols out. There should be no reason for the End Customer to open ports inbound on the firewall.

Please note, whatever device you are using to manage NAT, this should be configured to have a NAT refresh/inactivity timer of not less than 300 seconds

SIP ALG

SIP ALG is the number one issue that will prevent phones registering to the platform and making calls. This is a setting that is quite often turned on automatically on most routers. Please ensure this is turned off on the End Customers router and/or firewalls.

CPE Port requirements

Device	Protocol	Destination	Destination Port
IP Phone & ATA Signalling	SIP	centrex-bslnws09.yourwhc.co.uk centrex-lnwsbs09.yourwhc.co.uk ipcomms-route62-bs11lnws13.yourwhc.co.uk ipcomms-route62-bs12lnws14.yourwhc.co.uk IP Address Range 217.32.186.0 – 217.32.186.191 IP Address Subnets 62.7.201.128/27 62.7.201.160/27 217.32.186.0/26; 217.32.186.64/26; 217.32.186.128/26	UDP/TCP 5060 – 5075 UDP/TCP 5060
IP Phone & ATA Media	RTP	IP Address Range 217.32.186.0 – 217.32.186.191 IP Address Subnets 62.7.201.128/27 62.7.201.160/27 217.32.186.0/26; 217.32.186.64/26; 217.32.186.128/26	UDP 32767 to 65535
SIP Trunk Signalling (Dynamic)	SIP	sipt-dynamic-bslnws09.yourwhc.co.uk sipt-dynamic-route62-bs11lnws13.yourwhc.co.uk sipt-dynamic-route62-bs12lnws14.yourwhc.co.uk 62.7.201.128/27 62.7.201.160/27 217.32.186.0/26	UDP/TCP 5060

		217.32.186.64/26 217.32.186.128/26	
SIP Trunk Signalling (Static)	SIP	sipt-static-bslnws09.yourwhc.co.uk sipt-static-route62-bs11lnws13.yourwhc.co.uk sipt-static-route62-bs12lnws14.yourwhc.co.uk 2. 7.201.128/27 3. 7.201.160/27 4. 217.32.186.0/26 5. 217.32.186.64/26 6. 217.32.186.128/26	UDP/TCP 5060
SIP Trunk Media (Dynamic & Static)	RTP	62.7.201.128/27 62.7.201.160/27 217.32.186.0/26 217.32.186.64/26 217.32.186.128/26	UDP 32767 to 65535
IP Phone & ATA	NTP	0.uk.pool.ntp.org europe.pool.ntp.org	UDP/TCP 123
IP Phone & ATA	DNS	Supplied locally	UDP/TCP 53
Cisco Linksys Download & Configuration	HTTPS	dm-linksys.yourwhc.co.uk 193.113.10.34 193.113.11.36	TCP 443
Cisco Small Business Download & Configuration	HTTPS	dm-csb.yourwhc.co.uk 193.113.10.33 193.113.11.35	TCP 443
Panasonic Download & Configuration	HTTPS	dm.yourwhc.co.uk 193.113.10.10 193.113.11.10	TCP 443
Polycom Download & Configuration	HTTPS	dm.yourwhc.co.uk 193.113.10.10 193.113.11.10	TCP 443
Yealink Download & Configuration	HTTPS	dm.yourwhc.co.uk 193.113.10.10 193.113.11.10	TCP 443
Polycom Remote Provisioning Server (RPS)	HTTPS	52.0.183.240 54.86.39.219	TCP 443
Yealink Remote Provisioning Server (RPS)	HTTPS	52.71.103.102 5. 156.148.166	TCP 443
2N Intercom Licensing Server	HTTPS	licenses.update.2n.cz	TCP 443

Web Portal Port requirements

Device	Protocol	Destination	Destination Port
Business Zone	HTTP/HTTPS	btwholesale.com/businesszone 62.239.224.3	TCP 443
Business Portal	HTTPS	portal.yourwhc.co.uk/businessportal 3. 113.10.13 4. 113.11.13	TCP 443
		icscallanalytics.yourwhc.co.uk	

Call Analytics Portal	HTTPS	40.115.5.58	TCP 443
Service Assurance (Emperix)	HTTPS	https://svmpnwv1.nat.bt.com 10.35.138.148	TCP 443
Voice Recording Portal	HTTPS	callrecorder.yourwhc.co.uk 193.113.10.32 193.113.11.34 Note browser access is via a redirect from the Business Portal.	TCP 443

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