Time Sensitive Information!

These Configuration Changes Must Be Applied Ten Days Prior to Absolute VOICE Cut-Over

VeloCloud Edge Router Configuration
For Absolute VOICE Cloud Telephony Deployment
Document Version 1.0

March 21st, 2018

Table of Contents

Read Me!

1. These changes must be applied before client implements their Absolute VOICE hosted telephony solution.
2. If you are <u>experienced</u> with business class firewalls and routers, please have your IT staff/contractor perform these changes for you.
3. Please read this entire document before attempting to make any changes.
4. If you have questions about this document, you can call 800-955-6703 to schedule an appointment with one of our firewall support specialists. We will attempt schedule your appointment within 24- 48 hours of your call to us so please allow adequate time.
5. After changes are completed please let your client or Absolute VOICE Customer Support specialist know.
6. Once completed, an Absolute VOICE technician will be requesting access or a collaborative web session to verify settings prior to customer cut over.

Introduction

This document is for IT administrators and illustrates configuration changes required on VeloCloud firewall & router appliances to support Absolute VOICE's cloud communications telecommunications platform. This document assumes a basic network deployment consisting of one internal LAN network containing the IP phones and one WAN network connected to the Internet. While we strongly recommend a dedicated network for VoIP traffic, the instructions below can be used for a "converged" network whereby both VoIP and non-VoIP traffic share one physical WAN network. With basic modifications (such as adding access rules for additional interfaces); this configuration can be extrapolated for other network layouts. The screenshots below may vary slightly from what is displayed while configuring the device depending on model and software version. Setting values not mentioned may be left at default or changed as required for specific purposes.

Please call Absolute VOICE Customer Support at 800-955-6703 if you need any further information. Firewall changes can be in depth and you will need to schedule time with one of our specialists if you need assistance.

Screenshots and instructions are based on VeloCloud 510 running Software Version 2.4.4.

We recommend loading the latest software version (firmware).

Firewall Checklist

Please provide screen shots to Absolute for verification of settings. This will allow the implementation process to be smooth and ensure quality audio and proper signaling.
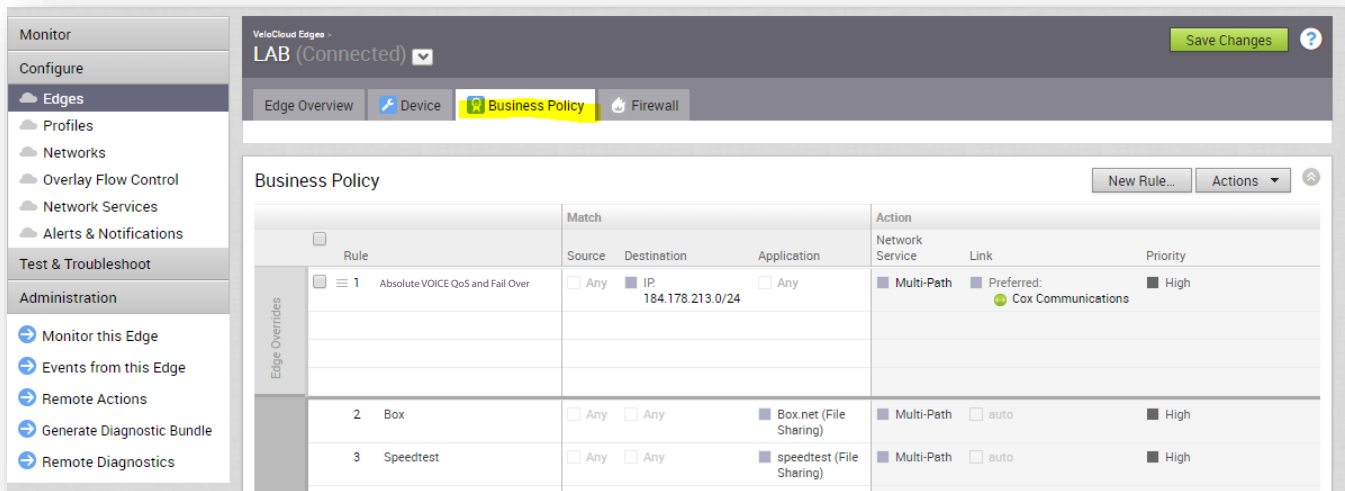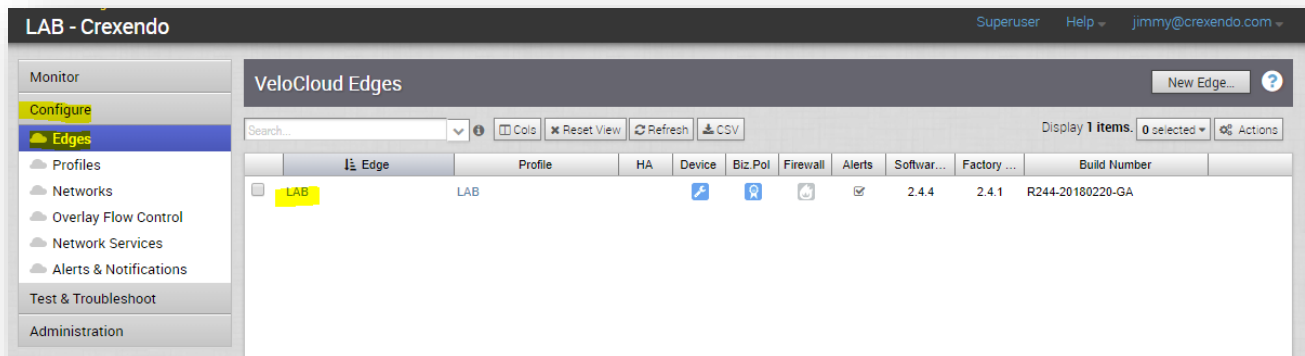
Screen Shot #:	Configuration:	Completed:
1	Configure → Edges → Select Device → Business Policy Tab	
2	Configure → Edges → Select Device → Business Policy Tab of the Absolute VOICE Rule	

Business Policy Configuration

Configure → Edges → Select Device → Business Policy Tab

Note: This document assumes that the VeloCloud device has been setup on the network and has multiple internet/WAN interfaces.

Please browse to the Business Policy Tab:

Configure → Edges → Select Device → Business Policy Tab

Create a Business Policy for Absolute VOICE Traffic

- Click on the "New Rule" button towards the top right of screen
- This will bring up a "Configure Rule" window
- Configure the rule with the following information:
    - Rule Name: Absolute VOICE QoS, Primary Link and Fail Over
    - Source: Any
    - Destination: 184.178.213.0/24
    - Priority: High
    - Link Steering: WAN Link
    - WAN Link: Choose Primary Circuit for Absolute VOICE Traffic from the drop down
        - This example has the "Cox Communications" link
        - Choose "Preferred" or "Available" (see notes)
    - Outer Packet DSCP Tag: 46 -EF
    - Service Class: Real Time
    - Click OK and Save Changes (Green button at top right of screen)

Configure Rule

Rule Name:	Absolute VOICE QoS, Primary Link and

Match

Source:	Any	Define...
Destination:	Any	Define...
	IP Address:	184.178.213.0/24
	Hostname:	Ex: domain.com
	Protocol:	▼
	Ports:	Ex: 2224-2226
Application:	Any	Define...

Action

Priority:	High	Normal	Low
	☐ Rate Limit		
Network Service:	Direct	Multi-Path	Cloud Proxy	Internet Backhaul
Link Steering:	Auto	Transport Group	Interface	WAN Link
	WAN Link:	Cox Communications ▼	
	○ Mandatory		
	⦿ Preferred		
	○ Available		
	☐ Error Correct Before Steering ⓘ		
	Inner Packet DSCP Tag:	Leave as is ▼	
	Outer Packet DSCP Tag:	46 - EF ▼	
NAT:	Disabled	Enabled ⓘ	
Service Class:	Real Time	Transactional	Bulk

OK   Cancel

Notes on "Link Steering":

- **Preferred** indicates the traffic should preferably be sent over the WAN link or link Service-group specified. If the link specified(or all links within the chosen service group) is inactive **or** if the Multi-path gateway route chosen is unstable **or** if the link Service Level Objective (SLO) is not being met, the corresponding packet will be steered on the next best available link. If the preferred link becomes available again, traffic will be steered back to the preferred link.

- **Available** indicates the traffic should preferably be sent over the WAN link or link Service-group specified as long as it is available (irrespective of link SLO). If the link specified (or all links within chosen service group) are not available **or** if Multi-path gateway route chosen is unavailable, the corresponding packet will be steered to the next best available link. If the preferred link becomes available again, traffic will be steered back to the available link.

Document Revision History

Version	Reason for Change	Date
1.0 Draft	Initial Draft Document	March 21, 2018