

OpenScape Business V2

How To
OpenScape Business Connector
(based hUTC with dynamic registration)

Version 1.16

Definitions

HowTo

An OpenScape Business HowTo describes the configuration of an OpenScape Business feature within the OpenScape Business administration. It addresses primarily trained administrators of OpenScape Business.

Tutorial

Within the OpenScape Business tutorials procedures for installation, administration and operation of specific devices, applications or systems, which are connected to OpenScape Business, are described. The tutorial addresses primarily trained administrators of OpenScape Business.

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Table of History

Date	Version	Changes
09-03-2016	0.1	Initial Version of configuration hints
10-03-2016	0.2	Screenshots and examples added
23-09-2016	0.3	Screenshot for Route configuration corrected in Expert mode, add LCR example for US
05-10-2016	04	Screenshots examples for Circuit eu and na (Wulf)
02-11-2016	05	Hints for STUN (Wulf)
30.01.2017	09	Update Changes for Circuit release and Special Configuration (Wulf)
28.03.2018	1.0	Update multiple OSbiz and Circuit Screenshots (Wulf)
03.04.2018	1.1	Add Troubleshooting (Wulf)
16.04.2018	1.2	Add Screenshot Troubleshooting an Circuit License (Wulf)
08.05.2018	1.3	Add how many Users and Connectors (Wulf)
19.10.2018	1.4	Add additional IP Address Firewall rules (chapter 8.3) (Wulf)
07.02.2019	1.5	Add Enhanced Feature Interworking (Wulf)

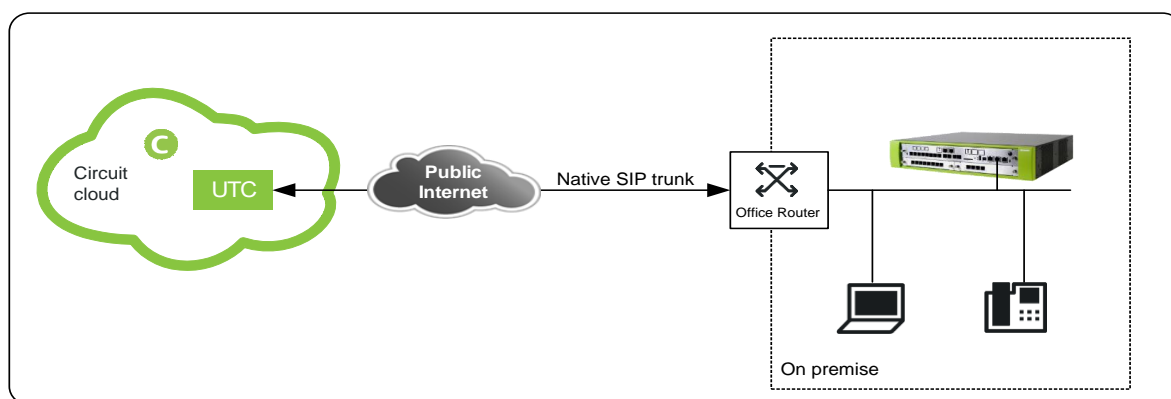
01.04.2019	1.6	Circuit new IP Addresses and Ports (Wulf)
08.04.2019	1.7	Add Troubleshooting Firewall hints / Certificate Error (Wulf)
04.06.2019	1.8	Add Voicemail configuration / enhance troubleshooting / Certificate import (Wulf)
09.07.2019	1.9	Add V2R7 Features and Circuit Conference (Wulf)
12.07.2019	1.10	Partner Portal Error; Adding Picture for Circuit Conference (Wulf)
07.08.2019	1.11	Problem with Suppressed calling ID Circuit Client, Circuit Conference direction prefix
19.08.2019	1.12	**Numbers not allowed for Circuit User
07.10.2019	1.13	Adding IP Addresses and Port for additional SBC (important for Firewall)
18.10.2019	1.14	Some small text corrections
30.10.2019	1.15	Typo Error Ports
03.06.2020	1.16	OSBiz V3 Features

1. Introduction

To provide the Circuit solution with OpenScape Business several components are used and needs to configure. The solution consists of the Circuit Server, the hUTC (Hosted Universal Telephone Connector) and the OpenScape Business communication system.

The hUTC is located in the Circuit cloud. The connection between the hUTC and the OpenScape Business system is a native SIP trunk connected through the public internet.

You can also connect multiple OpenScape Business to one Circuit Tenant, by using the same API key for each OpenScape Business System. Each OpenScape Business System will get automatically an own trunk after running the wizard.



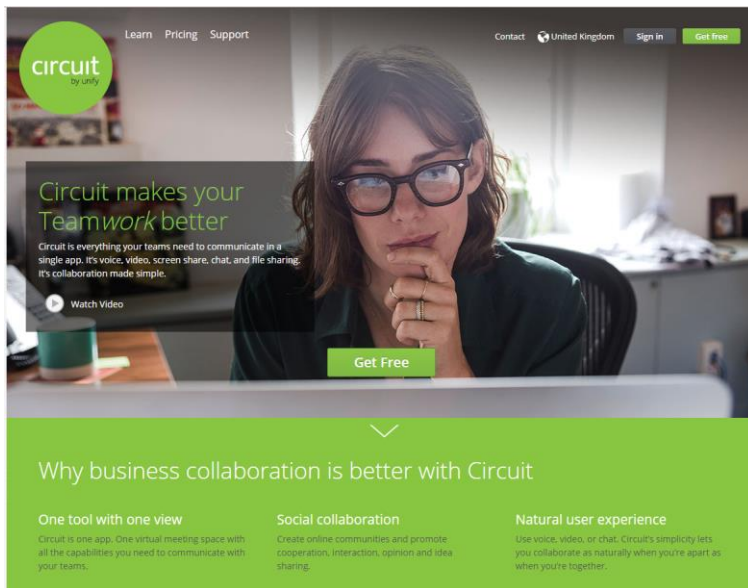
For the solution, two configuration steps are necessary

1. Configuration of the Circuit environment (including hUTC)
2. Configuration of OpenScape Business system

2. Configuration of Circuit

2.1. Request Circuit Tenant

To connect OpenScape Business with Circuit you need an active Circuit Tenant. If you have not yet signed up for Circuit, please request a free Circuit Tenant to start the configuration steps. (<https://www.circuit.com/home>)



Please enter the requested data. At the end sign up in circuit and login as administrator.

2.2. Circuit Licenses

For Telephony with hUTC each Circuit User which shall be able to place telephone calls with OpenScape Business need to have the right license. This can be either the UnifyTeam or the UnifyEnterprise or the UnifyProfessional license.

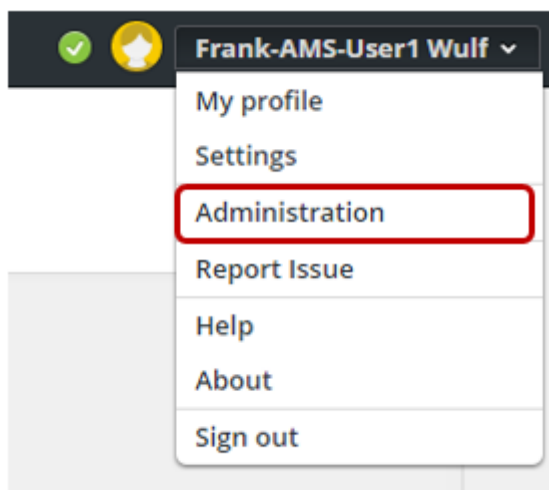
The current licenses shown under Administration->Domain.

If the required licenses are not available, press the button “Manage Packages”. This will forward you to the unifyportalshop where you can order additional licenses.



2.3. Create Circuit User(s)

Login as Circuit Admin User and go to the Administration page: add at least the Circuit Users which should be able to place telephone calls with OpenScape Business.



Add at least the Circuit Users, which should be able to place telephone calls with OpenScape Business.

Administration

✕

The screenshot shows the 'Administration' interface with the 'Users' tab selected. The interface includes a table with columns: Name, Role, Package, Status, Data usage, Last login, and Phone number. Below the table, there are two buttons: 'Invite single user' (highlighted with a red box) and 'Invite multiple users'.

Name	Role	Package	Status	Data usage	Last login	Phone number
Frank Wulf	Administrator	UnifyProfessional	Active	3.66 MB	Sep 29, 2016	Assign number
Frank-AMS-Us...	Administrator	UnifyEnterprise	Active	1.78 MB	Today	+49 211 7007100
Frank-AMS-Us...	User	UnifyProfessional	Active	0 Bytes	Sep 26, 2016	+49 211 7007210

Please assign the required licenses to the Circuit Users:

Administration

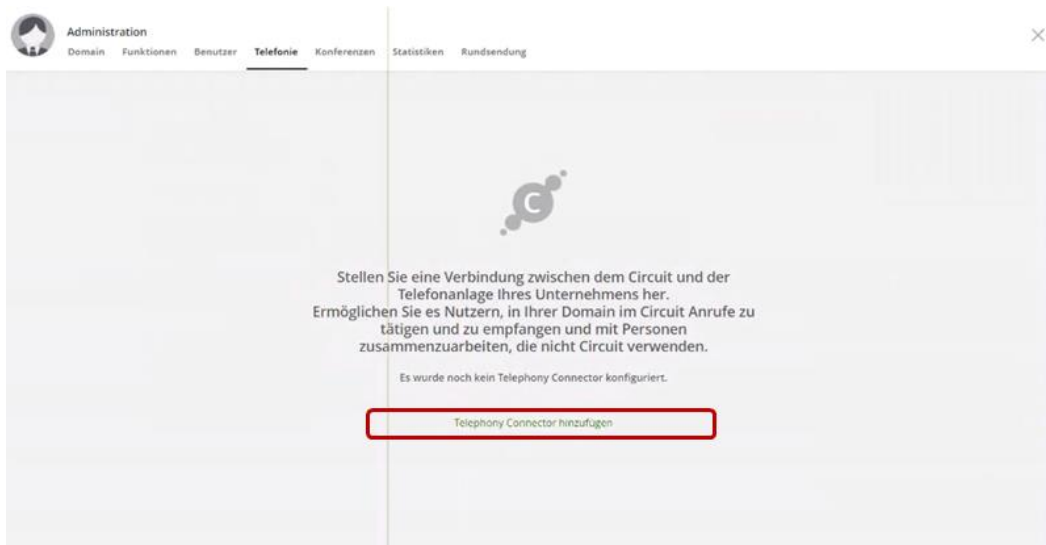
✕

The screenshot shows the 'Administration' interface with the 'Users' tab selected. The interface includes a table with columns: Name, Role, Package, Status, Data usage, Last login, and Phone number. Below the table, there are two buttons: 'Invite single user' and 'Invite multiple users'. A red box highlights the 'UnifyEnterprise' and 'UnifyProfessional' packages for the 'Frank-AMS-Us...' user.

Name	Role	Package	Status	Data usage	Last login	Phone number
Frank Wulf	Administrator	UnifyProfessional	Active	3.66 MB	Sep 29, 2016	Assign number
Frank-AMS-Us...	Administrator	UnifyEnterprise	Active	1.78 MB	Today	+49 211 7007100
Frank-AMS-Us...	User	UnifyProfessional	Active	0 Bytes	Sep 26, 2016	+49 211 7007210

2.4. Request the Connectivity to OpenScape Business

Administration->Telephony

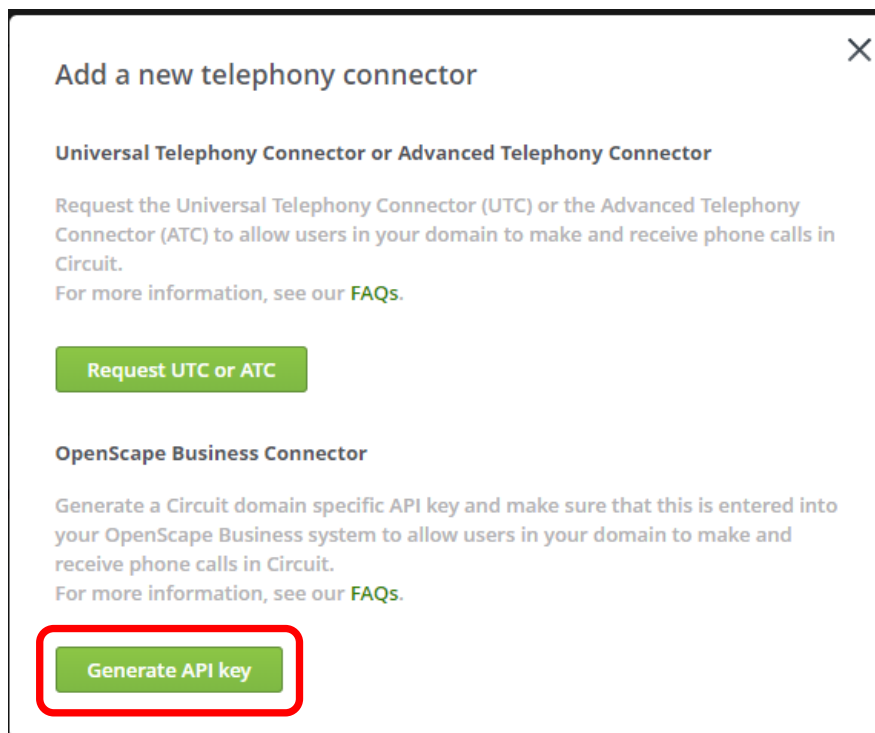


Please add under settings Telephony the telephony connector.

Per Circuit Tenant, max of 150 Connectors possible (Example 100 OSBiz Systems and 50 ATC)

Each OSBiz can only have one connector.

Please Generate the API Key



The API key for your OpenScape Business has been successfully generated

API key:

```
eyJhbGciOiJIUzI1NiJ9.eyJhcGILZXkiOiJGS1VjejdhY0I5UHR0Wnl5eW9zdUJLZlIw  
b2U0d1FPSUYrckdYUGRnSnNqdHA3bFZ5MWx2NVFBR0gzL0F4ZG1kTU1JUUR  
rZmlOaHhJN0d4M2dURkFPTzJkL2tqZ1d4Uy9HMnd1MmFSejRCaEhXV1RyRXY
```

Copy the API key to your OpenScape Business system to connect it with your Circuit domain.

✓ API key copied

Copy to Clipboard

Close

Now you can get the API Key, needed for further OpenScape Business configuration.

“use the same API Key for each OpenScape Business system”.

3. Configuration OpenScape Business

3.1. Basic Installation / Network/Internet Wizard

Circuit is connected via the internet, you have to configure the internet connection of the system. Enter the correct upstream value, this is used later on to calculate the max amount of concurrent internet calls.

Connectivity to Circuit only via external Router permitted.

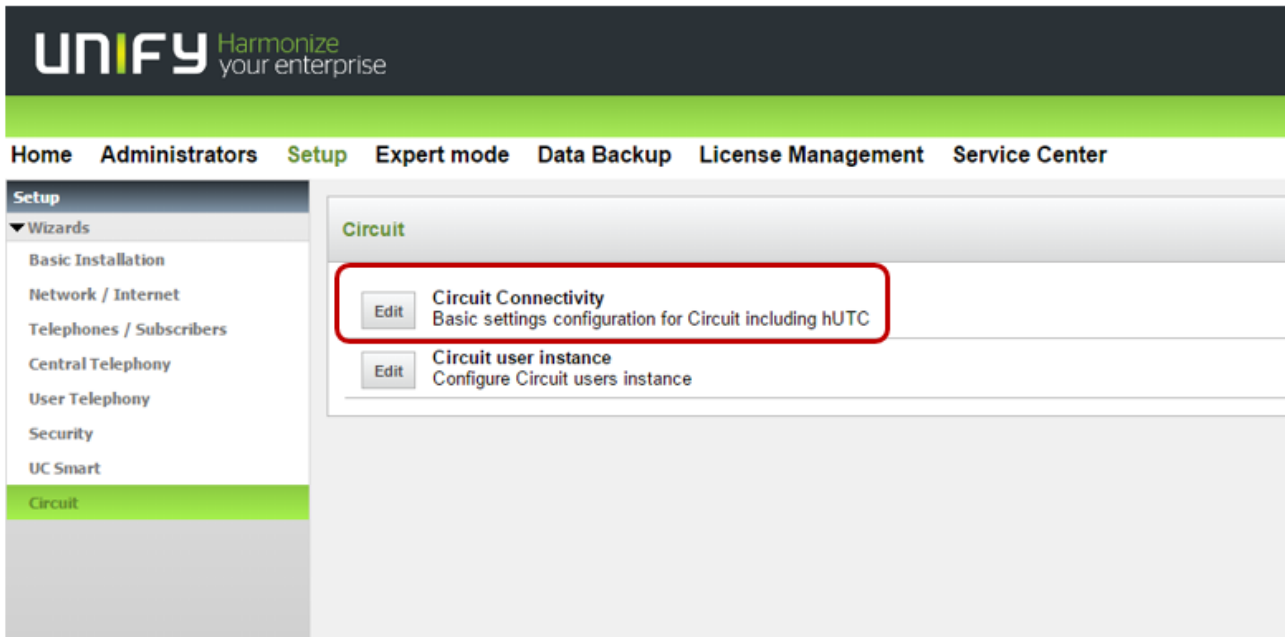
If OSBiz WAN Interface is active, Internet Access via WAN must be possible, If WAN is active, OSBiz Circuit connector is only possible via WAN. If no Internet access via WAN OSBiz Circuit Connector will not work.

Please be aware that STUN is prerequisite in OSBiz and working.

The screenshot shows the 'Setup - Wizards - Basic Installation - Basic Installation' window. The progress bar at the top indicates the current step is '4. Configure Internet Access'. The 'Internet Access' section has three radio button options: 'No Internet Access', 'DSL at WAN Port directly', and 'TCP/IP at WAN Port via an external Router'. The 'Upstream of your internet connection' section contains a text input field labeled 'Upstream up to (Kbps):' with the value '1000' entered. A red rectangle highlights this input field. At the bottom, there are buttons for 'Help', 'Abort', 'Back', and 'OK & Next'.

3.2. Circuit Connectivity Wizard

Basic configuration settings for Circuit including native SIP trunk to hUTC. Connectivity wizard will configure and establish the connection.



Actions:

Check “Enable Circuit”; Check “Use Circuit API-Key”;

New: Check Enable “Enhanced feature interworking” (Enable CTI features OSBiz-Circuit) (min OSBiz Version V2 R6.1.1_009)

Hint: If you run the Wizard first Checkbox “Enhanced feature interworking” is greyed out, you have to rerun the wizard.

select Domain (Get the Information from Circuit tenant Administrator)

insert the API Key via copy and paste; (Get the API Key from Circuit tenant Administrator)

select Number of simultaneous circuit calls.

The “upstream up to (Kbps)” value defines the overall bandwidth, which can be used for voice calls to the internet. This includes Circuit calls as well as ITSP and/or Device@Home calls.

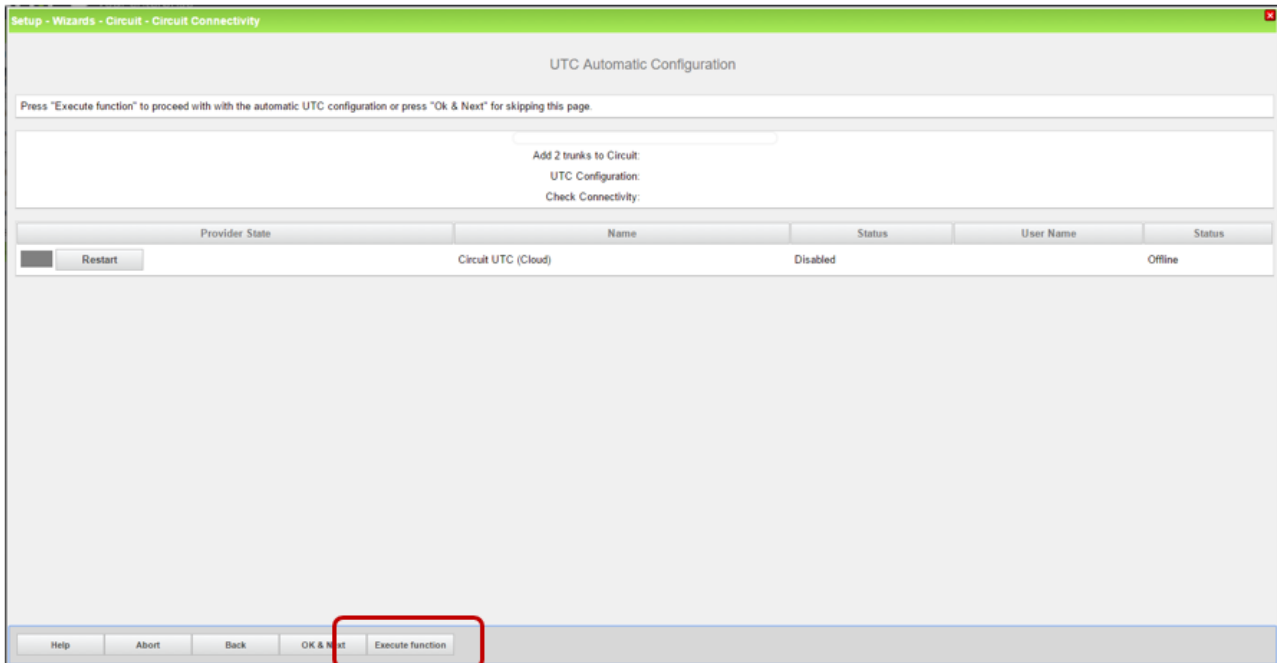
The screenshot shows the 'Circuit Connectivity' configuration page within the wizard. The page is titled 'Setup - Wizards - Circuit - Circuit Connectivity'. It contains several sections: 'Circuit Domain Login' with checkboxes for 'Enable Circuit' and 'Enhanced feature interworking', both of which are checked; 'Circuit Domain Credentials' with a dropdown for 'Domain' (set to 'eu.yourcircuit.com') and a text field for 'Circuit API-Key'; and 'Simultaneous Circuit Calls' with a text field for 'Number of Simultaneous Circuit Calls' (set to 4). The page also includes a footer with buttons for 'Help', 'Abort', 'Back', and 'OK & Next'.

Hint:

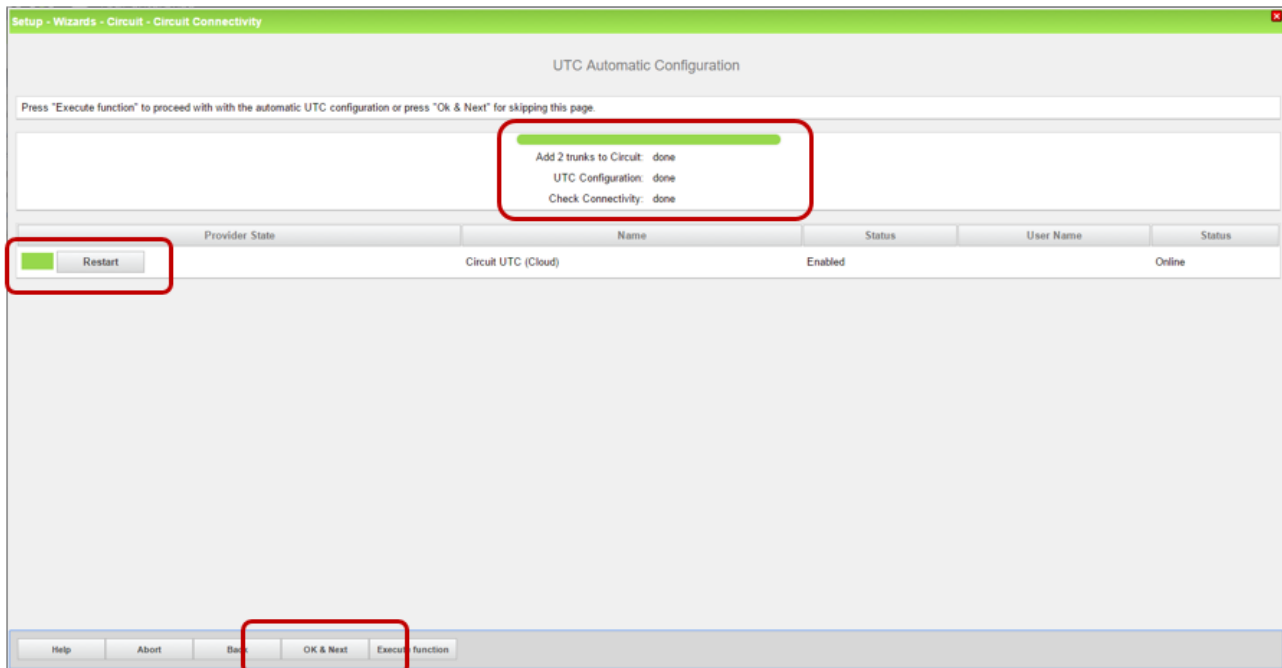
If you want to connect multiple OpenScape Business Systems to one tenant, you must run on each system the Wizard and “use the same API Key for each system”. Each System will create an own trunk to Circuit.

Press OK&Next

Press execute Function



Wizard configures the trunks and establishes the connection to Circuit:



Press OK&Next

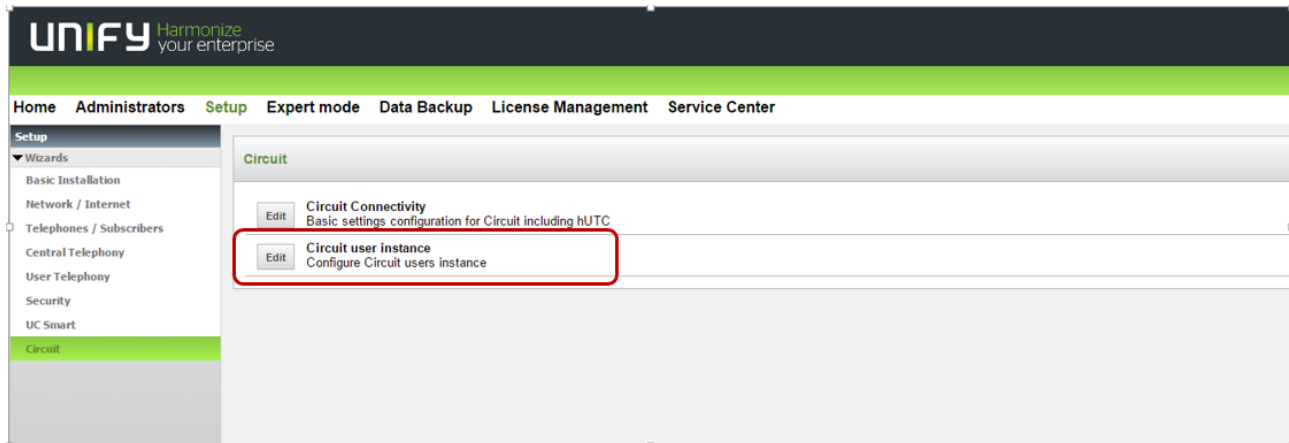
Hint:

If needed IP and Ports hUTC can be verified through Expert Mode/Telephony Server/Voice Gateway/Native SIP Server Trunk/Circuit UTC (Cloud), you can also find the Stun configuration here.

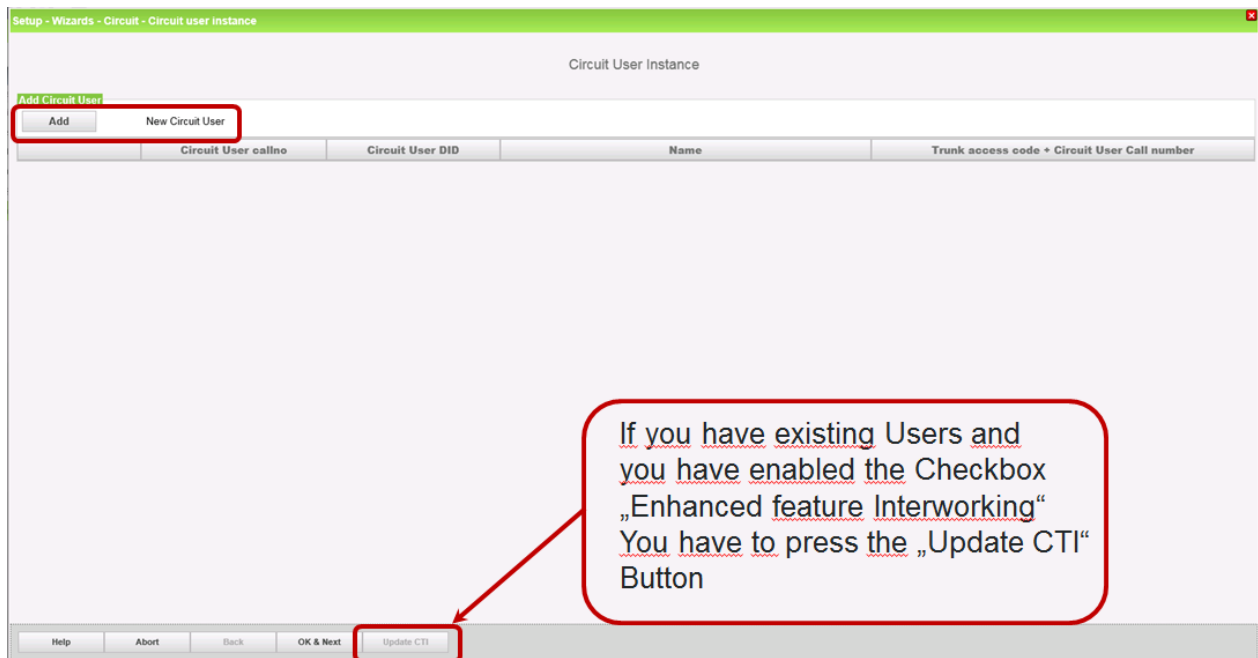
3.3. Circuit User Instance

Configure Circuit User instances

Note: for each Circuit User Instance you need a free internal call number to address the virtual station, which represents the Circuit User in the system and max 150 User for OSBiz X Systems and 250 User for OSBiz S (per OSBiz System)



Actions: Add new Circuit User; Edit configured Circuit User



3.4. OSBiz Circuit CTI Features V2R6 FR2

Feature	Client Mode	Desk Phone Mode
Make call	✓	✓
Answer call	✓	✓
Clear call / Reject call	✓	✓
DTMF support	✓	✓
Hold / Retrieve call	✓	✓
Unattended call transfer	✓	✓
OSBiz Voicemail Handling	✓	✓
Call Forwarding	✓	✓
Consultation call	✓	✓
Attended call transfer	✓	✓
Swap call (= alternate)	✓	✓

OSBiz User and Voicemail License needed

3.5. OSBiz Circuit CTI Features V2R7

CTI Feature	Client mode	Desk Phone mode
Call Move (Push/Pull)	✓	✓
OSBiz System Conference	✓	✓
Busy in a conversation (DND) *	✓	✓

Configuration – Circuit User wizard	
show available users	✓
inherit first and last name from Circuit User name	✓

3.6. OSBiz Circuit CTI Feature Circuit Conference

Circuit Conference with OSBiz integration

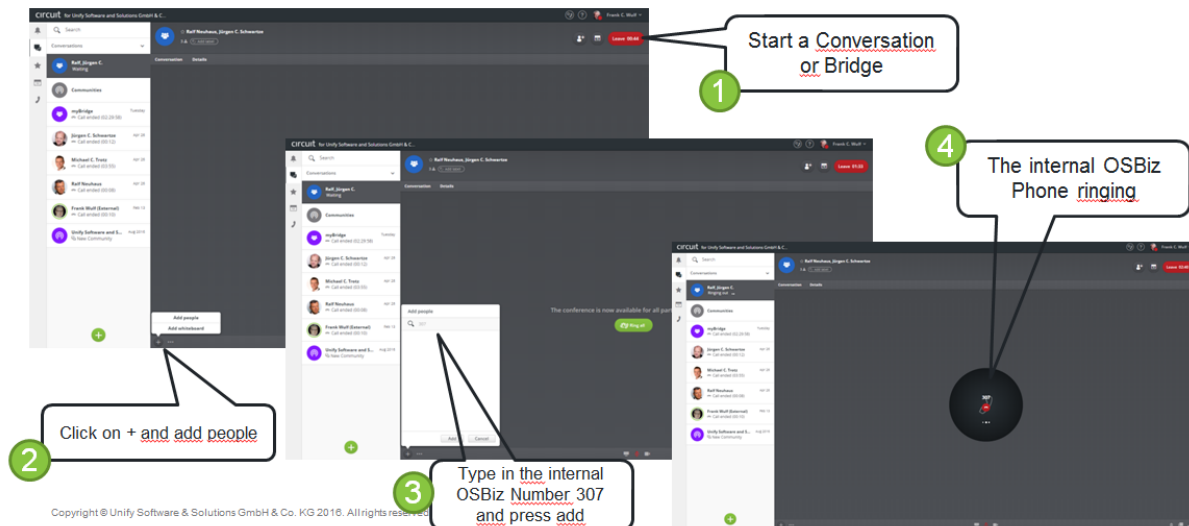
OSBiz to Circuit

OSBiz User 307 dial into Circuit Conference via defined conference Number 66 and Circuit Conference PIN.

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Slide 2

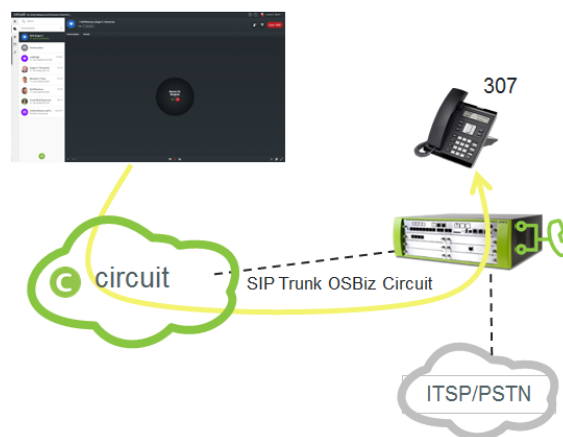
Circuit Conference with internal OSBiz Telephony User (Deskphone, Dect,...)



Circuit Conference with OSBiz integration Circuit to OSBiz

If you need an Internal OSBiz User in a Circuit Conference, now you can add the User to the Circuit Conference, using the same way as today with external phone number.

You can simply add the user by pressing the add button and typing in the internal number e.g.: 307



Circuit Conference with OSBiz integration

OSBiz needs only an LCR Entry

Expert mode - Telephony Server

LCR

LCR Page

Classes Of Service

Dial Plan

Dial Plan	Name	Dissected digits	Routing Table	Acc. code	Classes of service	Emergency
25	Freikom (PAA m)	85500-Z	58 →			
26	Circuit		6 →			
27	Circuit		7 →			
28	Circuit-Conf	66	66 →			
29	Corporate Network	49	49 →			
30	Circuit	85500-Z	59 →			
31	App-Suite	7988	12 →			
32	Standard	8552	1 →			

Dial Plan
66 to reach
the Circuit
System Conference

Expert mode - Telephony Server

LCR

Routing Table

Change Routing Table

Routing Table 66

Index	Dissected Digits	Destination	Priority	Acc. Code	Destination	Destination Prefix	Destination Suffix
1		Circuit	1	11	None	None	None
2		None	2	11	None	None	None
3		None	3	11	None	None	None

Route to Circuit

Expert mode - Telephony Server

LCR

Dial Rule

Change Dial Rule

Index	Dissected Digits	Destination	Priority	Acc. Code	Destination	Destination Prefix	Destination Suffix
66	Circuit-Conf	D49211700766	1	Corporate Network	49	Country code	11

Dial Rule
D49211700766

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Slide 5

Circuit Conference without direction prefix

e.g.: 85566 to 66

Expert mode - Telephony Server

Trunk/Route

Route

Change Route

Change Routing Parameters

Special Parameter change

Analysis of second dial tone / Trunk monitoring: ☐

Intercept per direction: ☐

Over service 3+ Wtr audio: ☒

Add direction prefix incoming: ☐

Add direction prefix outgoing: ☒

Call No. with international / national prefix: ☐

Ringback tone to CO: ☐

Name in CO:

Segmentation: yes ☐

deactivate UUS per route: ☐

Always use DSP: ☒

Analog trunk seizure: no pause ☐

Trunk call pause: Pause 2 s ☐

Type of seizure: linear ☐

Route type: PABX ☐

No. and type, outgoing: Country code ☐

Call number type: Direct inward dialing ☐

Recording

Change route allowed: ☐

Route optimize active: No ☐

Apply Undo Help

Circuit Conference with OSBiz integration

Circuit Settings

The screenshot shows the 'Conferences' tab in the Circuit administration interface. Under 'Custom conference numbers', there is a table with columns for checkmark, number, country, language, type, and phone number. The table lists four entries: Israel (+972 8-372-0965), Japan (+81 3-4520-9316), Luxembourg (+352 20 88 17 86), and Norway (+47 21 03 13 40). Below the table is an 'Add conference number' button. A red callout box points to this button with the text 'Add OSBiz Conference Number'.

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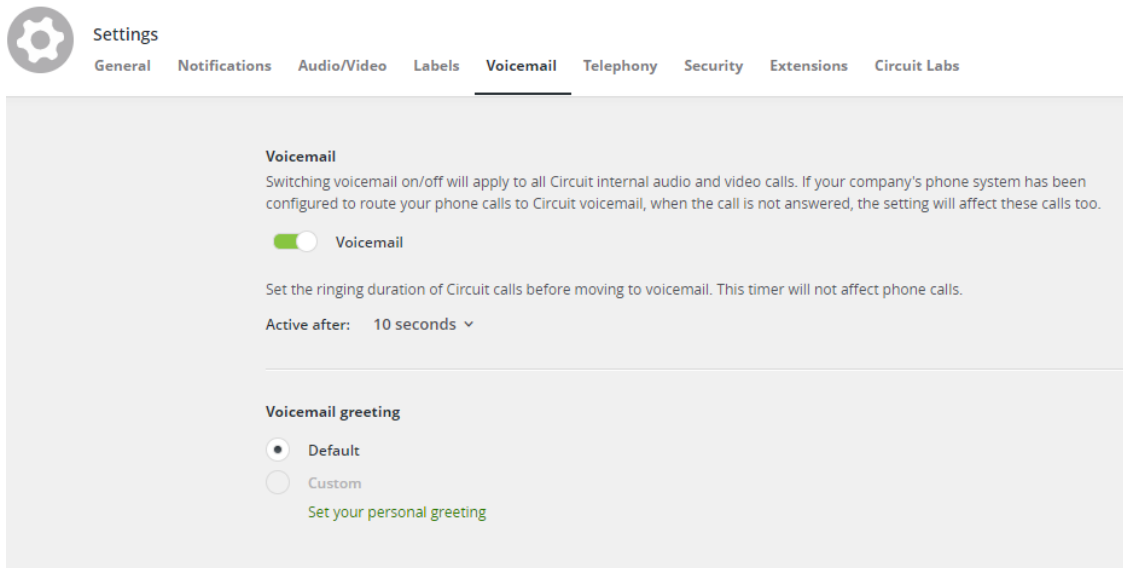
Slide 6

Circuit Conference with OSBiz

add Dial out Number for OSbiz

The top screenshot shows the 'Telephony' tab with a table of connectors. The table has columns for connector name, category, pool name, type, status, and sharing. The 'GTC 046' connector is highlighted with a red box and labeled 'Click assigned OSBiz Trunk'. The bottom screenshot shows the 'GTC 046' connector details page. The 'Dial out number' field is highlighted with a red box and labeled 'Add OSBiz Conference Number'.

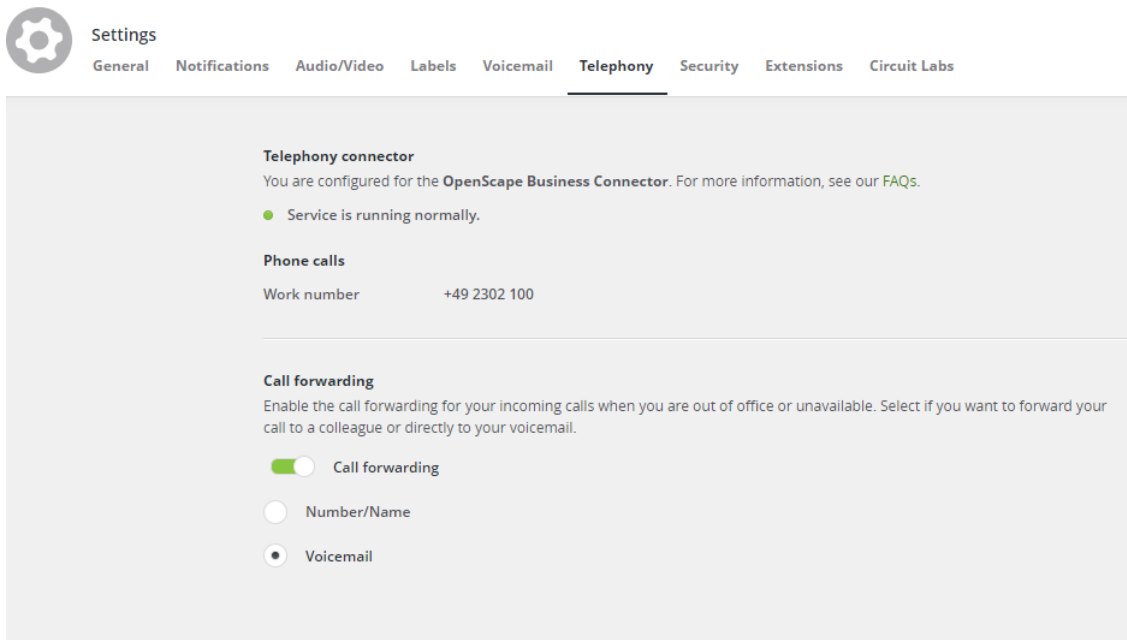
3.7. OSBiz Circuit CTI Feature Circuit Voicemail



Disabling the OSBiz Voicemail settings of the specific Users (uncheck the Voicemail license and avoid forwarding to OSBiz Voicemail via CFU and CFNR)

3.8. OSBiz Circuit CTI Feature OSBiz Voicemail

Configuration for Circuit Client (Precondition Voicemail is configured and running in OSBiz)



3.9. OSBiz V3 Features

3.9.1. OSBiz Circuit V3 Feature overview

new Features V3 OSBiz-Circuit Interworking

CTI Feature	Client mode	Desk Phone mode
Snooze interworking	✓	✓
Camp On	✓	✓
Alternative Number	✓	✓
Call Routing	✓	✓
Circuit-Teams support	✓	✓

Configuration – Circuit User wizard	
Custom Conference number (as local dial in service)	V2R7
Circuit Voicemail in Call Management	✓

3.9.2. OSBiz Circuit V3 Custom Conference Number

Custom Conference numbers as local dial in service (V2R7)

Administration
Domain Features Users Telephony **Conferences** Statistics Compliance Broadcast

Overview
Configure the dial-in numbers that will appear in conference invites.
Preview invitation

System conference numbers
These are the default dial-in numbers for conferences in the domain.

<input type="checkbox"/> United States	English (UK)	Toll	+1 561-923-1666
<input type="checkbox"/> Germany	German	Toll	+49 89 700731903
<input type="checkbox"/> France	English	Toll	+1 561-923-1777
<input type="checkbox"/> United States	English	Toll	+1 561-923-1555
<input type="checkbox"/> Greece	English	Toll	+30 21 0818 7955

Custom conference numbers
These are the custom dial-in numbers for conferences in the domain.

<input checked="" type="checkbox"/>	TEST-OSBIZ-DUS132	Germany	English	Local	+49 2302 667 660
-------------------------------------	-------------------	---------	---------	-------	------------------

Add conference number



OpenScape Business
can be used as a local
dial in gateway for
Circuit Conferences

Save telephony costs
(local dial in) and
increase conference
capabilities by using
Circuit Cloud
Conference Services

Additional Users can
be added for e.g.
internal OSBiz Users
(via OSBiz to Circuit
Connector)

needs proper LCR rules of
the Circuit route

Custom Conference numbers as local dial in service (V2R7)



Administration

Domain Features Users Telephony **Conferences** Statistics Compliance Broadcast

Overview

Configure the dial-in numbers that will appear in conference invites.

Preview invitation

System conference numbers

These are the default dial-in numbers for conferences in the domain.

<input type="checkbox"/>	United States	English (UK)	Toll	+1 561-923-1666
<input type="checkbox"/>	Germany	German	Toll	+49 89 700731903
<input type="checkbox"/>	France	English	Toll	+1 561-923-1777
<input type="checkbox"/>	United States	English	Toll	+1 561-923-1555
<input type="checkbox"/>	Greece	English	Toll	+30 21 0818 7955

Custom conference numbers

These are the custom dial-in numbers for conferences in the domain.

☒ TEST-OSBiz-DUS132 Germany English Local +49 2302 667 660

Add conference number



OpenScape Business can be used as a local dial in gateway for Circuit Conferences

Save telephony costs (local dial in) and increase conference capabilities by using Circuit Cloud Conference Services

Additional Users can be added for e.g. internal OSBiz Users (via OSBiz to Circuit Connector)

needs proper LCR rules of the Circuit route

5

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3.9.3. OSBiz V3 Circuit Voicemail in Call Management

Circuit Voicemail in Call Management (1)



Setup - Wizards - Circuit - Circuit user instance

Circuit Voicemail Allocation

Press "Execute function" to proceed with the automatic UTC Voicemail Allocation or press "Ok & Next" for skipping this page.

Circuit Voicemail Allocation

Trunk access code + Circuit Voicemail Call number: 85600492302667 - [71]

Circuit User Instance

Add Circuit User

	Circuit User extno	Circuit User DID	Name	Trunk
Edit	200		Neuss, Frank	856004923
Edit	202	202	Bochum, Claus	856004923
Edit	351	351	Nürnberg, Michae	856004923

Help Abort Back OK & Next Update CTI **Execute function**

must be part of "Circuit User Allocation" numbering plan
might be limited on 2 digits for FT

optional

matches LCR rules of the Circuit route

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6

Circuit Voicemail in Call Management (2)



if configured, all Circuit Users have to use the Circuit Voicemail
no mix with other OSBiz VM for Circuit User

only the Circuit Client has access to Circuit Voicemail

Note: pure OSBiz User can still use OSBiz Voicemail

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7

Circuit Voicemail in Call Management (3)



CFU status visible at the desk phone (MULAP)

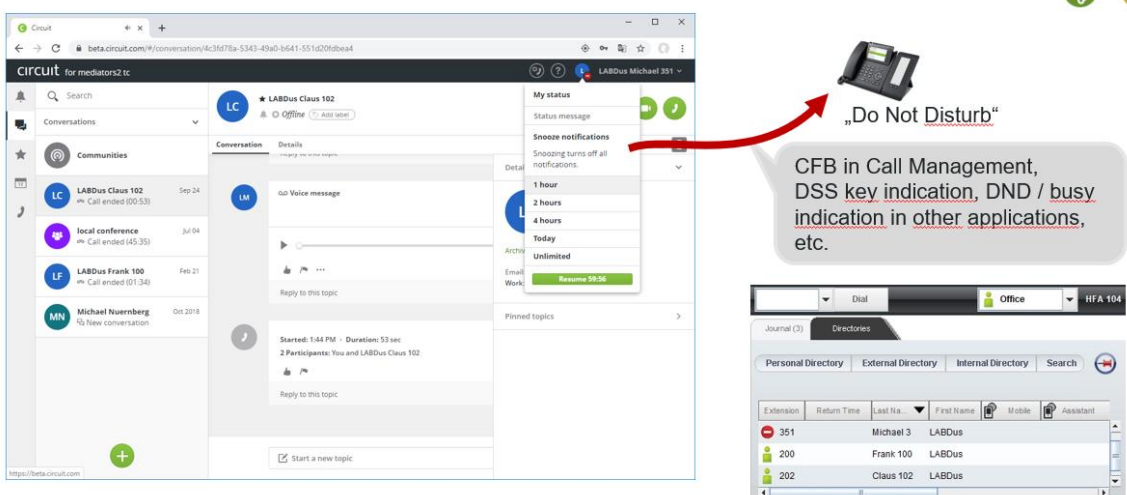
Note: receiving a new Circuit Voicemail is not signaled at the desk phone

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8

3.9.4. OSBiz V3 Snooze Interworkin

Snooze Interworking



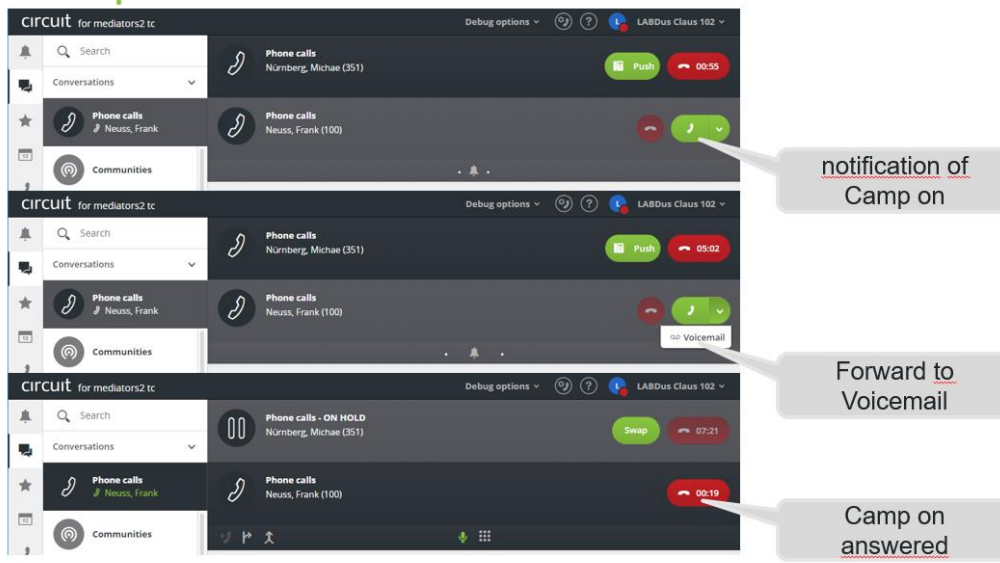
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Extension	Return Time	Last Name	First Name	Mobile	Assistant
351		Michael 3	LABDus		
200		Frank 100	LABDus		
202		Claus 102	LABDus		

9

3.9.5. OSBiz V3 Camp on

Camp on



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Note: mobile clients (iOS and Android) during FT

10

Alternative Number (2)



Settings
General Notifications Audio/Video **Telephony** Voicemail Teams Labels Security Extensions Circuit Labs

Alternative number
Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. Use the alternative number to control the routing of your calls between your devices.

☒ Alternative number +49 30 1234 567 2138

Setup - Wizards - Circuit - Circuit user instance

Circuit User Allocation

Circuit User

Trunk access code + Circuit User Call number (855-0049-2302-667-): 102

Circuit User callno: 202

Circuit User DID: 202

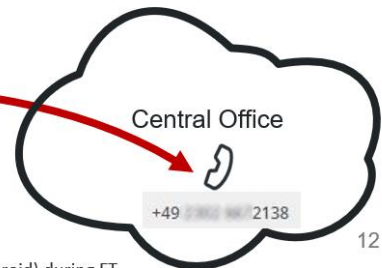
Name: LABDus Claus 102

Select Circuit User: mtc10@tc.com

Help Abort Back OK & Next Delete

any external number in E.164 format

with binding



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Note: mobile clients (iOS and Android) during FT

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Alternative Number (1)



Settings
General Notifications Audio/Video **Telephony** Voicemail Teams Labels Security Extensions Circuit Labs

Alternative number
Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. Use the alternative number to control the routing of your calls between your devices.

☐ Alternative number

Setup - Wizards - Circuit - Circuit user instance

Circuit User Allocation

Circuit User

Trunk access code + Circuit User Call number (855-0049-2302-667-): 102

Circuit User callno: 202

Circuit User DID: 202

Name: LABDus Claus 102

Select Circuit User: mtc10@tc.com

Help Abort Back OK & Next Delete

Station

Edit station parameters Edit station flags Edit Group/OW

Station - 1502

Type: Circuit User

Call number: 202

First Name: LABDus

Last Name: Claus 102

Display: LABDus Claus 102

Direct inward dialing: 202

Device Type: virtual

ClipLin: -

Access: -

Mobile number

Type: Circuit station

Circuit Call number: 85500492302667102

Web Feature ID: None

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Alternative Number - binding



Binding of Circuit User

telephony status, Call Management, DSS key indication, DND / busy indication in other applications, etc. follow the „Alternative number“

Settings
General Notifications Audio/Video Telephony Voicemail Teams Labels Security Extensions Circuit Labs

Alternative number
Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. Use the alternative number to control the routing of your calls between your devices.

Alternative number



Journal (3) Directories

Personal Directory External Directory Internal Directory Search

Extension	Return Time	Last Name	First Name	Mobile	Assistant
351		Michael	3	LABDus	
200		Frank	100	LABDus	
202		Claus	102	LABDus	

200 Frank 100 LABDus

202 Claus 102 LABDus

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3.9.7. OSBiz V3 Call Routing

Call Routing (1)



Settings
General Notifications Audio/Video Telephony Voicemail Teams Labels Security Extensions Circuit Labs

Alternative number
Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. Use the alternative number to control the routing of your calls between your devices.

☐ Alternative number

Call routing

- ☒ **Default routing**
Incoming phone calls will ring on all of your Circuit clients and desk phone. On no answer, they will be routed to your alternative device, if you have specified one. Outgoing phone calls will be possible via all your Circuit clients or your desk phone. For more information, see our FAQ.
- ☐ **Desk phone**
Incoming phone calls will be routed directly to your desk phone. Outgoing phone calls will be possible via all your Circuit clients and your desk phone.
- ☐ **Circuit client**
Incoming phone calls will be routed directly to your Circuit clients. Outgoing phone calls will be possible via all your Circuit clients and your desk phone.
- ☐ **Alternative number**
Incoming phone calls will be routed directly to your alternative device. Outgoing phone calls will be possible via all your devices.

Call Forwarding

Call Forwarding

Target 1: Called station

Target 2: User defined

Target 3: External destination

Route: Circuit

External destination: 85500492302667171

Target 4: No entry

Call forwarding starts after: 15 seconds

Call forward on busy mode: ☒

Second ring

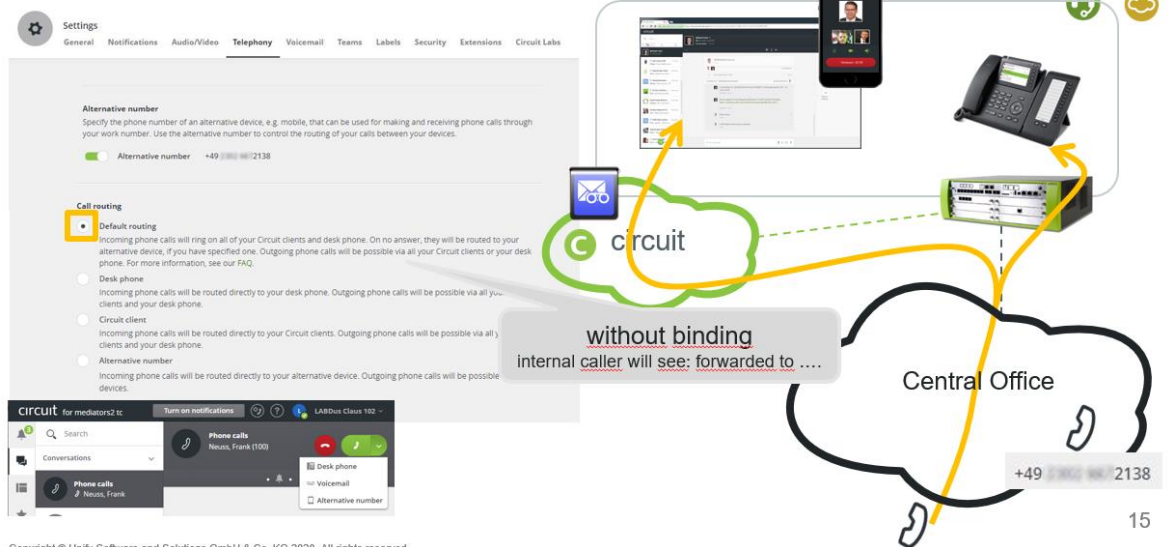
Second ring Target: No entry

Second ring Type: Immediate

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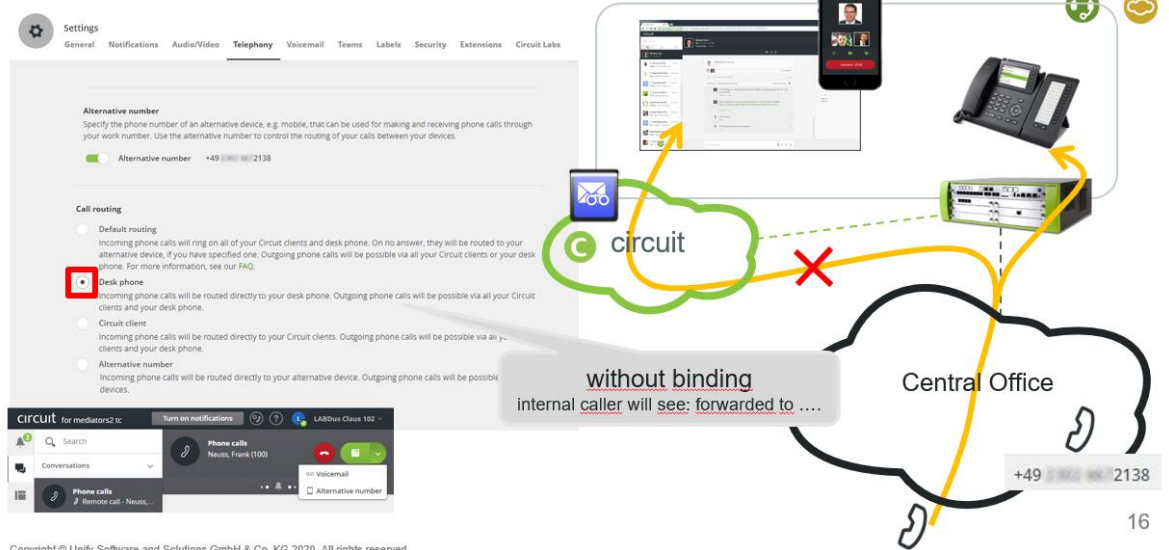
14

Call Routing (2)



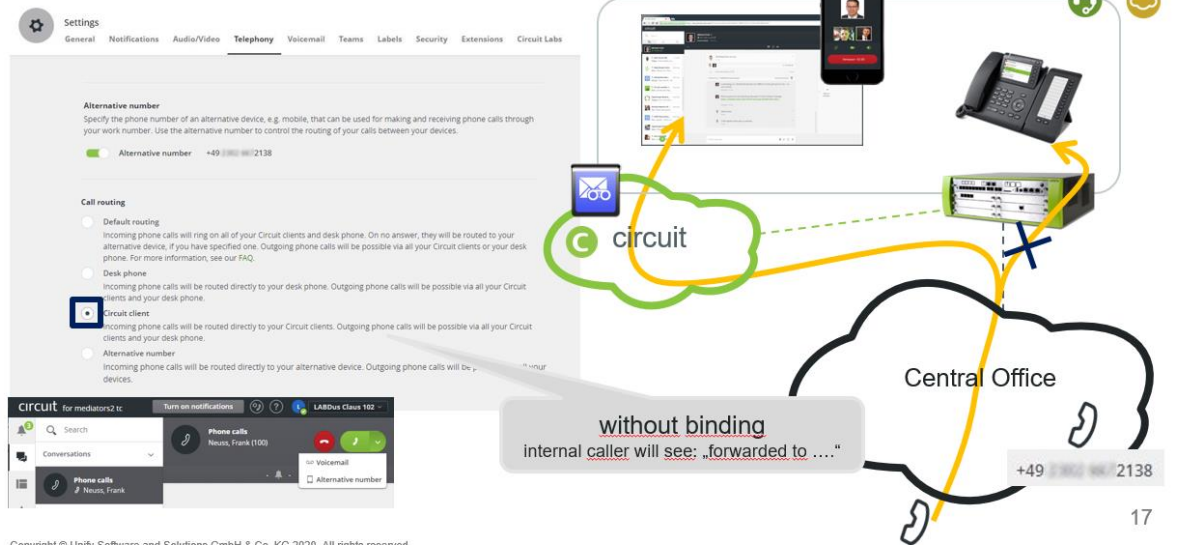
15

Call Routing (3)



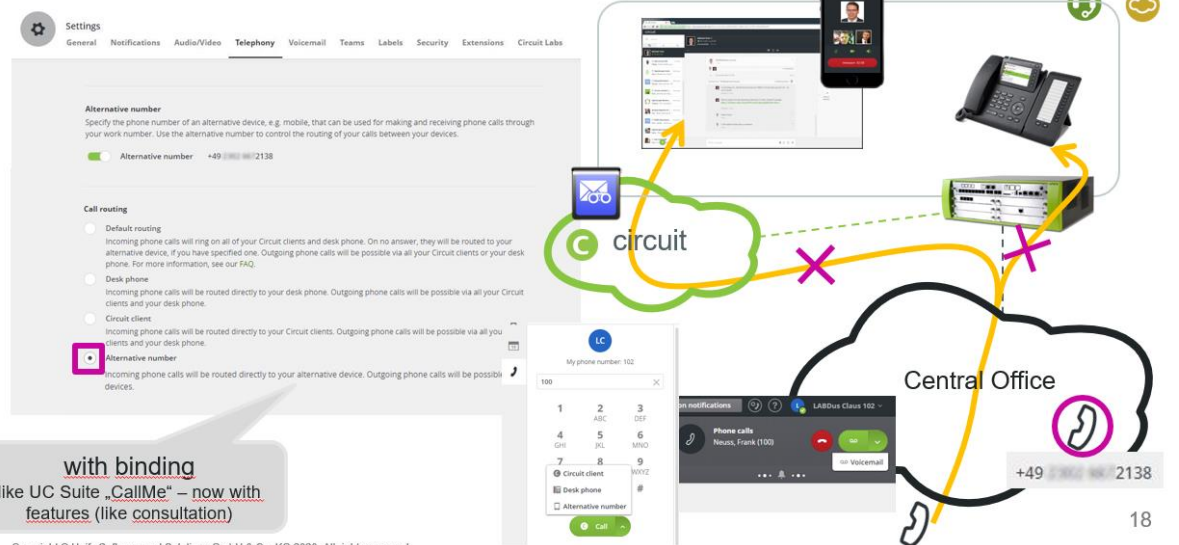
16

Call Routing (4)



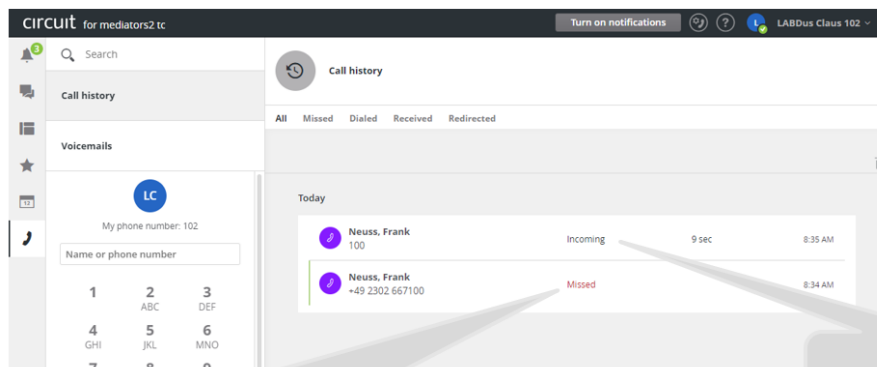
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Call Routing (5)



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Call Routing (6)



without binding
Call Routing: Default routing, Desk phone, Circuit Client
internal caller will see: „forwarded to“

with binding
Call Routing: Alternative number
like UC Suite „CallMe“

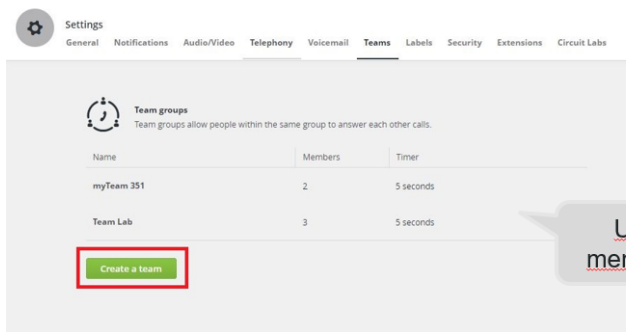
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3.9.8. Circuit teams

Circuit-Teams (1)

Circuit-Teams is a newly introduced Circuit feature which is released to incorporate with OSBiz V3 only.



Team calls

Now you can create teams where team members are notified about incoming calls. Team members have the ability to answer the call based on a call pickup model



User's own teams and membership in other teams

Note: no impact on OSBiz Call Management – no indication in OSBiz if Teams active

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Circuit-Teams (4)



Turn on notifications

LABDus Frank 100

Search

Call history

Voice-mails

My phone number: 100

Name or phone number

Call history

All Missed Dialed Received Redirected

Today

HFA 104

+49 2302 667104

Missed

3:31 PM

Turn on notifications

LABDus Michael 351

Search

Call history

Voice-mails

My phone number: 351

Name or phone number

Call history

All Missed Dialed Received Redirected

Today

HFA 104

+49 2302 667104

Incoming

5 sec

3:31 PM

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3.10. OSBiz Scenario Configuration

3.10.1. Scenario 1: Basic MULAP with system phone and Circuit User

Incoming Call „Twinning“ (ONS)

- **Twinning** between Circuit + OpenScape Business User (ONS) +492117007300
- Answer Call via Circuit or OpenScape Business Device
- Customer is reachable via One Number Service on his/her preferred device
- IP/TDM User license needed for the fixed Desktop Phone as usual



1. Select the Circuit User for which this configuration applies
2. Enter the MULAP DID (all needed prefixes are added automatically by the wizard)
3. Enter the associated internal call number (callno) of the virtual user
4. Enter the associated DID number of the virtual user

Setup - Wizards - Circuit - Circuit user instance

Circuit User Allocation

Circuit User

Trunk access code + Circuit User Call number (856-0049-211-7007-)

Circuit User callno:

Circuit User DID:

Name: Frank C. Wulff

Search by: Name ☒ E-mail ☐

Select Circuit User:

Ralf Neuhaus	Jürgen C. Schwarze	Michael C. Trotz	Frank C. Wulff

Help Abort Back **OK & Next**

Press OK & Next

Hint:

Same Rules as Mobility, each User needs “**DSP Resources**” (important for X Systems).

To Pull the Circuit Call to the desk phone, please add DSS Key on Desk phone with Circuit Phone Number (virtual Circuit User)

The next page gives an overview of all configured Circuit Users

	Circuit User callno	Circuit User DID	Name	Trunk access code + Circuit User Call number
Edit	341	341	Uli Abel	8560049228422785945
Edit	340	340	Günter Dlf	8560049228422785940

Press OK&Next

Leave the „Circuit“ wizard and Create a MULAP by entering the „Team Configuration“ wizard

Team Configuration
Set up stations in a team where incoming calls are simultaneously signaled at all stations in parallel with the main station, and outgoing calls can be connected using the main station number

Press, “Add” to create a new MULAP

Team-Name	New Team Configuration
-----------	------------------------

Select the associated Deskphone

First Telephone: 800 Wulf

Assign Name to MULAP and select the associated Circuit User callno

Setup - Wizards - User Telephony - Team Configuration

Change Team Configuration

Team	Fax
First Name: <input type="text" value="Frank"/> Last Name: <input type="text" value="Wulf"/> Display: <input type="text" value="Wulf, Frank"/> Internal Call Number: <input type="text" value="300"/> Direct inward dialing number: <input type="text" value="300"/> Team as group member: <input type="checkbox"/>	<input type="text"/> <input type="text"/>

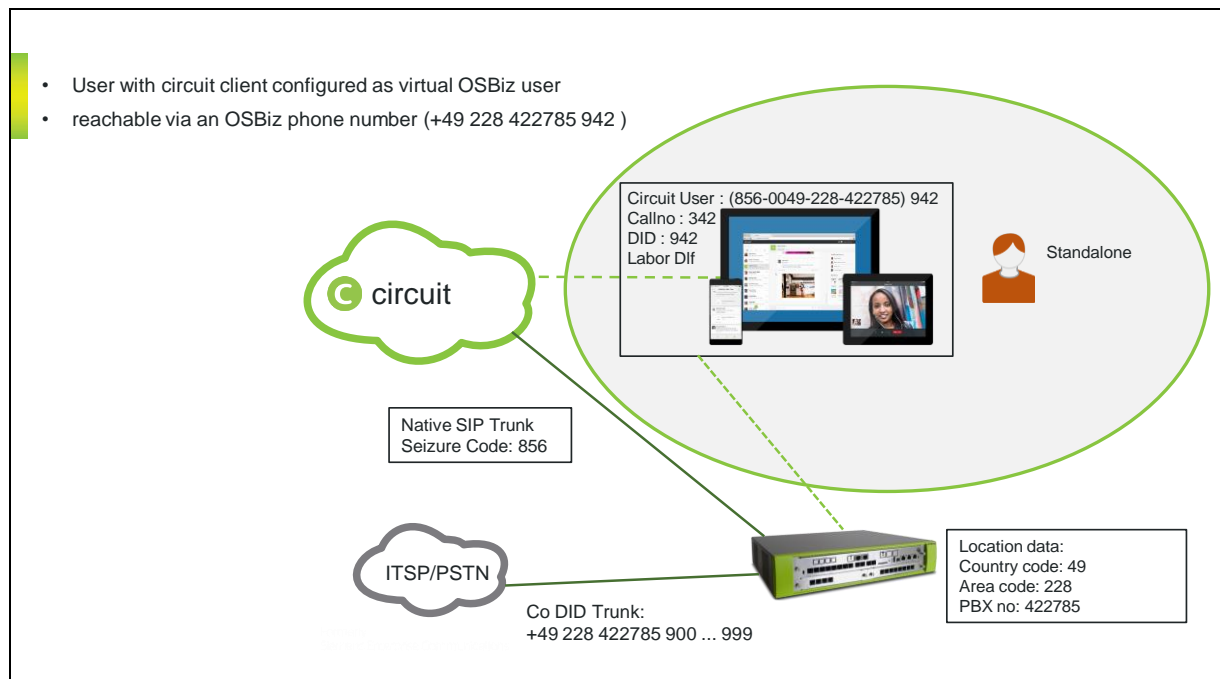
First Telephone	Second Telephone	Third Telephone
<input type="text" value="300"/>	<input type="text" value="200 Frank C. Wulf"/>	<input type="text"/>

Help Abort Back OK & Next Delete Data

Press OK&Next

MULAP configuration is finished

3.10.2. Scenario 2: standalone Circuit User



1. Select the Circuit User for which this configuration applies
2. Enter the DID (all needed prefixes are added automatically by the wizard)
3. Enter the internal call number (callno) of the virtual user
4. Enter the same DID as in step 2

Setup - Wizards - Circuit - Circuit user instance

Circuit User Allocation

Circuit User




Trunk access code + Circuit User Call number (856-0049-228-422785-)

Circuit User callno:

Circuit User DID:

Name:




Select Circuit User:

6c556c42-5f81-42b2-

Labor Dlf

Roland Dlf

Uli3 Dlf

Frank Dlf

GTC 001 GTC

Help Abort Back **OK & Next**

Press OK&Next

The next page gives an overview of all configured Circuit Users

Setup - Wizards - Circuit - Circuit user instance

Circuit User Instance

Add Circuit User

Add New Circuit User

	Circuit User callno	Circuit User DID	Name	Trunk access code + Circuit User Call number
Edit	341	341	Uli Abel	8560049228422785945
Edit	340	340	Gunter Dlf	8560049228422785940
Edit	342	942	Labor Dlf	8560049228422785942

Help Abort Back **OK & Next**

Press OK & Next

Leave the „Circuit“ wizard, standalone user configuration is finished.

4. Configuration in Expert Mode

4.1. OpenScape Business LCR Configuration (ROW)

Additional manual configuration in LCR is required in order to reformat the dial string to E.164 format.

1. Changes in Dial plan
2. Create dial rule
3. Configure Route table

Expert mode - Telephony Server								
LCR								
Dial Plan								
Change Dial Plan				Display Dial Plan				
Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service	Emergency		
20	International	0000-Z	38					
21	Telekom IP-As mi	855CZ	4					
22	Telekom IP-As mi	855C0-Z	28					
23	Telekom IP-As mi	855C1Z	5					
24	Telekom IP-As mi	855CNZ	5					
25	Telekom IP-As mi	855C00-Z	38					
26	Circuit	856CZ	6					
27	Circuit	856C0-Z	29					
28	Circuit	856C1Z	7					
29	Circuit	856CNZ	7					

Delete the existing default entries for the Circuit route

Expert mode - Telephony Server								
LCR								
Dial Plan								
Change Dial Plan				Display Dial Plan				
Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service	Emergency		
20	International	0000-Z	38					
21	Telekom IP-As mi	855CZ	4					
22	Telekom IP-As mi	855C0-Z	28					
23	Telekom IP-As mi	855C1Z	5					
24	Telekom IP-As mi	855CNZ	5					
25	Telekom IP-As mi	855C00-Z	38					
26			6					
27			29					
28			7					
29			7					

Add a Dial plan entry: <seizure code Circuit route>C<international prefix>-Z e.g. 856C00-Z

Expert mode - Telephony Server								
LCR								
Dial Plan								
Change Dial Plan				Display Dial Plan				
Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service	Emergency		
20	International	0000-Z	38					
21	Telekom IP-As mi	855CZ	4					
22	Telekom IP-As mi	855C0-Z	28					
23	Telekom IP-As mi	855C1Z	5					
24	Telekom IP-As mi	855CNZ	5					
25	Telekom IP-As mi	855C00-Z	38					
26			6					
27			29					
28			7					
29			7					
30	Circuit	856C00-Z	39					

Dial

Create dial rule E3A, Network access = corporate network, type =country code

Configure Route table: select Circuit route and assign the Circuit Dial Rule

4.2. OpenScape Business LCR Configuration (US)

Additional manual configuration in LCR is required in order to reformat the dial string to E.164 format.

1. Changes in Dial plan
2. Create dial rule
3. Configure Route table

Delete the existing default entries for the Circuit route

Add a Dial plan entry: <seizure code Circuit route>C<international prefix>-Z e.g. 855C011-Z

Expert mode - Telephony Server

LCR

LCR Flags

Classes Of Service

Dial Plan

Routing table

Dial rule

Multisite

Dial Plan

Change Dial Plan

Display Dial Plan

Dial Plan	Name	Dialed digits	Routing Table	Acc. code	Classes of service
12			8 →		
13			8 →		
14			8 →		
15			8 →		
16	Standard	9CNXX-NXX-XXXX	1 →		
17	Standard	9C1-NXX-NXX-XXXX	1 →		
18	Standard	8C011Z	- →		
19	Circuit	855C011-Z	4 →		
20	Circuit		5 →		
21	Circuit		5 →		
22	Standard	856CNXX-NXX-XXXX	6 →		
23	Standard	856C1-NXX-NXX-XXXX	6 →		
24	Standard	856C011Z	6 →		
25	test	857CNXX-NXX-XXXX	8 →		
26	test	857C1-NXX-NXX-XXXX	9 →		
27	test	857C011Z	9 →		
28	Standard	858CNXX-NXX-XXXX	10 →		
29	Standard	858C1-NXX-NXX-XXXX	10 →		

Create dial rule: E3A, Network access = corporate network, type =country code

Expert mode - Telephony Server

LCR

LCR Flags

Classes Of Service

Dial Plan

Routing table

Dial rule

Multisite

Dial Rule

Change Dial Rule

	Rule Name	Dial rule format	Network access	Type
1	CO	A	Main network supplier	Unknown
2	SIP	A	Main network supplier	Unknown
3	SIP local	HE2A	Main network supplier	Unknown
4	MEB	E1A	Corporate Network	PABX number
5	IP-Network	A	Corporate Network	Unknown
6	Multi-Location	BA	Corporate Network	Unknown
7	Gateway call	E1A	Corporate Network	Unknown
8	COInternat	E1A	Corporate Network	Unknown
9			Unknown	Unknown
10	Circuit	E3A	Corporate Network	Country code
11			Unknown	Unknown
12			Unknown	Unknown
13			Unknown	Unknown

Configure Route table: select Circuit route and assign the Circuit Dial Rule

Expert mode - Telephony Server

LCR

LCR Flags

Classes Of Service

Dial Plan

Routing table

1 - Table

2 - Table

3 - Table

4 - Table

5 - Table

6 - Table

7 - Table

8 - Table

9 - Table

10 - Table

11 - Table

12 - Table

13 - Table

Routing Table

Change Routing Table

Routing Table: 4

en-bloc sending

Index	Dedicated Route	Route	Dial Rule	min. COS	Warning	Dedicated Gateway	GW Node ID
1		Circuit	Circuit →	15	None	No	
2		None	None	15	None	No	
3		None	None	15	None	No	
4		None	None	15	None	No	
5		None	None	15	None	No	
6		None	None	15	None	No	
7		None	None	15	None	No	
8		None	None	15	None	No	
9		None	None	15	None	No	

4.3. Route Configuration

Select Circuit Route

Disable Call No. with international / national prefix:

Set No. and type, outgoing: to Country Code

Expert mode - Telephony Server

Trunks/Routing
Trunks
Route
ISDN
Trk Grp. 2
Trk Grp. 3
Trk Grp. 4
Trk Grp. 5
Trk Grp. 6
Trk Grp. 7
App. Sefte
Trk Grp. 9
Trk Grp. 10
Trk Grp. 11
Telekom 10
Circuit
Trk Grp. 15
Networking

Route
Change Route
Change Routing Parameters
Special Parameter change
Routing flags
Digit repetition on: ☐
Analysis of second dial tone / Trunk monitoring: ☐
Intercept per direction: ☐
Over. service 3.1 kHz audio: ☒
Add direction prefix incoming: ☒
Add direction prefix outgoing: ☒
Call No. with international / national prefix: ☐
Ringback tone to CO: ☐
Name in CO:
Segmentation: yes
deactivate UUS per route: ☐
Always use DSP: ☒
Analog trunk seizure: no pause
Trunk call pause: Pause 2 s
Type of seizure: linear
Route type: PABX
No. and type, outgoing: Country code
Call number type: Direct inward dialing
Rerouting
Change route allowed: ☐
Route optimize active: No

Apply Undo Help

5. Special Configuration no DID

This Chapter should give some hints, if Customer have no DID for each Circuit User and should configured only by experts.

Outgoing call via Circuit Client (ONS) without DID Attendant Number should shown

- Circuit User (MULAP with OSBiz User) calls external User
- Circuit User sent MULAP Calling Number (ONS)
- Internal Number for ONS → 100
- External DID for Attendant +49 2302 983874 also used for outgoing calls from Team Member 100

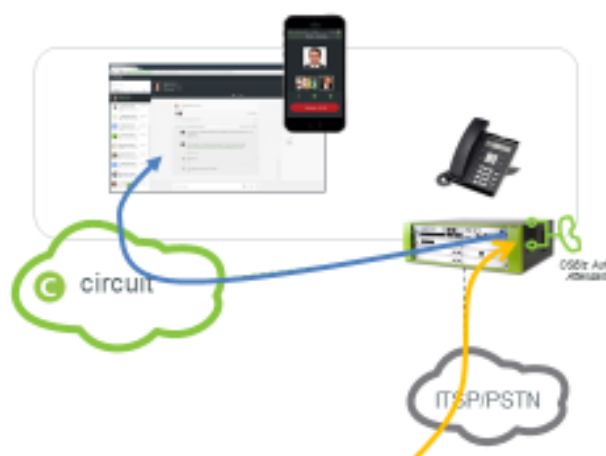


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External Call via OSBiz Auto Attendant – forwarding to Circuit Client (User)

- External Call to OpenScape Business Auto Attendant
- Target User Circuit Client (User)
- Customer call can be transferred to a Circuit or OpenScape Business User



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Setup - Wizards - Circuit - Circuit user instance

Circuit User Allocation

Circuit User

Trunk access code + Circuit User Call number (855-0049-) **2117007100**

Circuit User callno: 200

Circuit User DID: 200

Name: Frank-AMS-User1

Select Circuit User: frank.wulf.circuit2@thanna.de

Help Abort Back OK & Next Delete

Valid Number
Shown in circuit client

Circuit User Wizard

Use Expert Mode to configure external Number, which should show for external calls and delete DID

Expert mode - Telephony Server

Station

Station - 1010

Type: Circuit User

Call number: 200

First Name: *

Last Name: *

Division: Frank-AMS-User1

Direct inward dialing: *

Clip/Lin: 23029839874

Access: *

Mobility/Circuit

Type: Circuit station

Circuit Call number: 85500492117007100

Web Feature ID: None

Parameter

Extension Type: Standard

Language: German

Call signaling internal: Ring type 1

Call signaling external: Ring type 1

Class of service (LCR): 15

Hotline Mode: Off

Hotline: None

Apply Undo Help

Configure Team

Setup - Wizards - User Telephony - Team Configuration

Change Team Configuration

Team		Fax
First Name:	-	
Last Name:	-	
Display:	Wulf, Team	
Internal Call Number:	100	-
Direct inward dialing number:		-

Voicemail

UC Smart Mailbox type: MailBox

Recording: ☒

Greeting: Greeting 1

Password Reset: ☐

Telephones

First Telephone	Second Telephone	Third Telephone
100	200 Frank-AMS-User1	

Help Abort Back OK & Next Delete Data

Configure Call Number Type Configure No and Type outgoing

Expert mode - Telephony Server

Trunks/Routing

Trunks

- LAN
 - Box: 1, Slot: 1
- RTL/S2N
 - Box: 1, Slot: 1

Route

- ISDN
 - Tk Grp. 2
 - Tk Grp. 3
 - Tk Grp. 4
 - Tk Grp. 5
 - Tk Grp. 6
 - Tk Grp. 7
 - UC Suite
 - Tk Grp. 9
 - Tk Grp. 10
 - Tk Grp. 11
- ISDN Parameters

Route

Change Route

Change Routing Parameters

Special Parameter change

Routing Rules

Digit repetition on: ☐

Analysis of second dial tone / Trunk monitoring: ☐

Intercept per direction: ☐

Over service 3.1 kHz audio: ☒

Add direction prefix incoming: ☒

Add direction prefix outgoing: ☒

Call No. with international / national prefix: ☒

Ringback tone to CO: ☐

Name in CO: ☐

Segmentation: yes

deactivate UUS per route: ☐

Always use DSP: ☒

Analog trunk seizure: no pause

Trunk call pause: Pause 2 s

Type of seizure: linear

Route type: PABX

No. and type, outgoing: Unknown

Call number type: Internal

Routing

Change route allowed: ☐

Route optimize active: No

Apply Undo Help

6. Firewall Rules

6.1. Outbound connection for https

Protocol: TCP
Source IP: OpenScape Business host IP
Source Port: TCP ephemeral port
Destination IP: Circuit Domain (eu.yourcircuit.com / na.yourcircuit.com)
Destination Port: 443

6.2. Outbound connection for SIP signaling*

Protocol: TCP
Source IP: OpenScape Business host IP
Source Port: TCP ephemeral port
Destination IP: Circuit hUTC IP ¹⁾ EU Loadbalancer (35.246.135.106)
Destination Port: 65060/65061 ¹⁾
SBC IP and Port: EU 34.76.3.39:10000-20000 and 35.246.129.43:10000-20000

!New since October 2019, Additional media udp ports must be open:

35.233.23.114 port 10000-20000

35.198.129.132 port 10000-20000

34.77.77.239 port 10000-20000

35.246.191.177 port 10000-20000

¹⁾ hUTC IP/Port can be verified through Expert Mode/Telephony Server/Voice Gateway/Native SIP Server Trunk/Circuit UTC (Cloud), you can also find the Stun configuration here.

For more details, see also Chapter Firewall hints

6.3. Outbound RTP Ports OSBiz

Used RTP Ports OpenScape Business:

29274:30529 OSBiz S > Server

30528:30887 OSBiz X > Embedded

Circuit RTP port range is 10000 - 20000

7. OpenScape Business Serviceability

7.1. Required trace configuration options for error reporting

OpenScape Business Trace Profiles:

1. Basic
2. Voice Fax Connections
3. SIP_Interconnection_Subscriber_ITSP
4. SIP_Registration (for registration only problems)

OpenScape Business Trace Components:

1. FP_Circuit: lvl 9
2. FP_DH_SIP: lvl 9 (only for OpenScape Business X variant)
3. FP_DH_CARD: lvl9

7.2. Additional helpful data and files for error analysis:

OpenScape Diagnosis Logs

Wireshark traces

OSBiz TCP Dump

Diagnostic data Service Center >> Status >> ITSP >> Circuit Trunk >> Diagnose

8. Troubleshooting hints:

8.1. General Troubleshooting checklist and hints

Before you start some diagnostic you should activate the OSBiz Traces:

OpenScape Business Trace Profiles:

5. Basic
6. Voice Fax Connections
7. SIP_Interconnection_Subscriber_ITSP
8. SIP_Registration (for registration only problems)

OpenScape Business Trace Components (set level in Expert Mode):

4. FP_Circuit: lvl 9
5. FP_DH_SIP: lvl 9 (only for OpenScape Business X variant)
6. FP_DH_CARD: lvl9

In some cases, it can be necessary to start OSBiz TCP Dump and collect data.

For further diagnostic please provide diagnostic for the connector:

OSBiz Service Center >> Status >> ITSP >> Status Circuit connector

If you have general Problems with the connector:

1. Check if you have OSBiz Software OSBiz V2R5.1.1_030 or higher, only Basic Call
2. Check if you have OSBiz Software OSBiz V2R6 FR2 (>**V2 R6.2.0_029!** recommend HF10), first release with Circuit CTI
3. Check if you have only OSBiz LAN Interface active.
4. If you have OSBiz also WAN active, you must have full Internet access via WAN possible.
5. If OSBiz WAN interface have full access to Internet and Gateway is set to LAN, Routing entry in OSBiz necessary.
6. If you have activated OSBiz LAN and OSBiz WAN and only Internet access via LAN, no Circuit connector possible.

If you have checked this points and V2R6 FR 2 please proceed:

1. Test without Enhanced Feature Flag in Circuit connectivity wizard. (execute function)
2. Check Status via OSBiz Service Center >> Status >> ITSP Status Circuit connector should registered
3. If not, view diagnostic and collect diagnostic data for further service.
If OSBiz Connector is registered:
 1. Restart the Circuit Client (Refresh or Logon/Logoff)
 2. Check Telephony Button in the Circuit Client is red or black?
 3. Please try a phone call from and to Circuit Client

Enable Enhanced Feature set again

1. Run Connectivity Wizard and enable enhanced feature interworking (execute function)
2. Check Status via OSBiz Service Center >> Status >> ITSP Status Circuit connector should registered
3. Check if min Key-length is set to 1024 (expert mode >> security >> SPE)
4. Restart the Circuit connector
5. Check Status via OSBiz Service Center >> Status >> ITSP Status Circuit connector should registered?
6. Check if SPE Support and have a valid Certificate is installed, if not disable SPE Support (expert mode >> basic settings >> System Flags

7. Check Status via OSBiz Service Center >> Status >> ITSP Status Circuit connector should registered?
8. If Connector is registered please try a phone call from and to the Circuit Client
9. If calls from OSBiz to Circuit not possible, please check LCR

Further general hints:

Restart OSBiz X System via Service Center

Restart OSBiz S Systems via Linux >> reboot via CMD or GUI

Check Firewall Settings:

For EU

- we need outgoing connections from OSBiz to TCP eu.yourcircuit.com:443
- Outgoing connections to TCP 35.246.135.106, Port 65060 and 65061
- media UDP open from/to 34.76.3.39:10000-20000 and 35.246.129.43:10000-20000
- incoming TCP connections open from 35.246.135.106 to OSBiz signaling IP:port.

!New since October 2019, Additional media UDP ports must be open:

35.233.23.114 port 10000-20000
35.198.129.132 port 10000-20000
34.77.77.239 port 10000-20000
35.246.191.177 port 10000-20000

For US

- outgoing connections from OSBiz to TCP na.yourcircuit.com:443
- Outgoing connections to TCP 35.222.85.63:65060, 35.222.85.63:65061 (TLS)
- media UDP open from/to 35.231.244.59:10000-49999, and 35.232.51.243:10000-49999
- incoming TCP connections open from 35.222.85.63 to OSBiz signalling IP:port.

8.2. Partner Administration Error, Unable to add OpenScape Business trunk



Please try with the Customer Circuit Client, to generate the API Key via Circuit Client Administration.
After you will see the API key in Partner Administration

8.3. ** Numbers for Circuit user

It's not allowed to use e.g.: **1550 Number for Circuit user.

8.4. Incoming Calls not possible

If incoming calls not possible, please check LCR Rules (Chapter 4).

8.5. Direct Call to Circuit User in Team not possible

If Circuit User is in a Team, you can only call the Circuit User from own Team Member.

It is not possible since V6R2_FR2 to call a Team Circuit User direct, the Circuit User can only be reached via Team Number.

8.6. Phone Number from Circuit Client not shown for external calls (suppress calling ID)

If Circuit Client Number is not visible for external calls, please check via OSBiz WBM Expert Mode >> Statistic >> Station, if Suppress calling ID is switched on, please switch off via Associated dialing/services by another station *83 "Phone Number Circuit Client" #0.

Please ensure the flag Associated dialing/services is set on for the other station (deskphone).

8.7. Circuit connectivity Wizard Rest API Error

Please check API Key is right, most problem copy and paste Error (Blank at the End of the API Key).

Please check if OSBiz resolves names via DNS

Please check with Circuit Administrator if you have no Free License in Circuit for Users active.

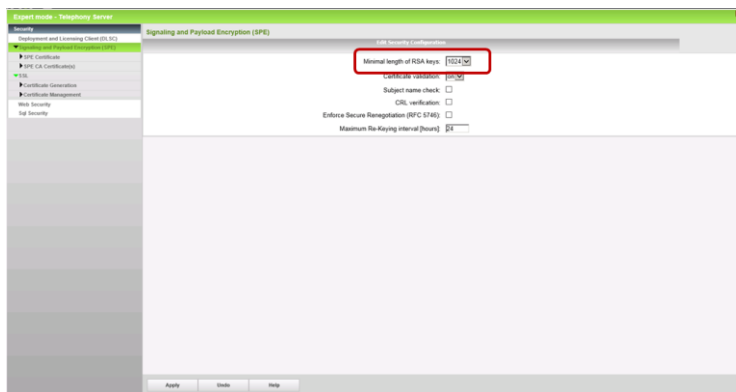
8.8. Circuit connectivity Certificate Error

If you find the following Error in the Service Center - Diagnostic – Status- ITSP Status – Diagnose button

----- Last Diagnostic information for this User -----

resFE_MITOSFW_TLS SOCK_OUTGOINGUNKNOWNCA: unknown_ca TLS alert sent

Please check the Minimal length of RSA keys: must 1024



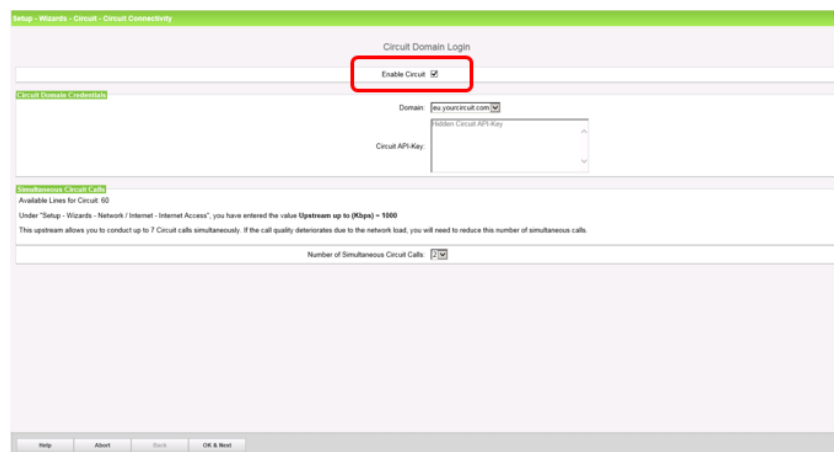
SPE must disabled, if you have this Error in diagnostic

----- Last Diagnostic information for this User -----

Expert mode - Telephony Server

Basic Settings	System Flags	EAB Feature Flags
System Time Periodicity Display DSA InternationalStandardProfile LDAP Tests Readline menu Speed Data Service Codes HFA Registration Password Gateway SERVICES Security of Service Zone and Line Port Management Call Control Voicemail / Announcement Player Phone Forwarder Deployment Power Management	<input type="checkbox"/> Different phonelans messages Day/Night <input type="checkbox"/> Display international / national code number <input checked="" type="checkbox"/> Line change for direct call <input type="checkbox"/> Automatic redial <input type="checkbox"/> Voice mail Node call number <input type="checkbox"/> Call Pickup after automatic recall <input checked="" type="checkbox"/> Configure CLIP <input checked="" type="checkbox"/> Caller list at destination in case of Forward Line <input checked="" type="checkbox"/> Call forwarding after defect call / single step transfer <input checked="" type="checkbox"/> Follow call management in case of defect call / single step transfer <input checked="" type="checkbox"/> Warning tone during voice recording <input checked="" type="checkbox"/> E-164 numbering scheme <input type="checkbox"/> Extended Key Functionality <input checked="" type="checkbox"/> Calling number in pick-up from incoming group / CCN-MEX <div style="border: 2px solid red; padding: 2px;"> <input checked="" type="checkbox"/> SIP support <input checked="" type="checkbox"/> SIP delivery test </div> <input type="checkbox"/> Transparent dialing of + and # on trunk interfaces <input type="checkbox"/> AMI seizure code for MEX <input type="checkbox"/> CM MWI Ringin <input checked="" type="checkbox"/> Automatic OpenStage TDM Phone Software Update <input type="checkbox"/> Restrict indirect trunk group connections according to COS Matrix	<input type="checkbox"/> active Node callnumber: <input type="text"/>
Transfer permission Apply Undo Help		

Please Disable Checkbox “Enable Circuit” and press OK&Next.
End the Circuit connectivity Wizard and start again from scratch (Chapter 3.2).



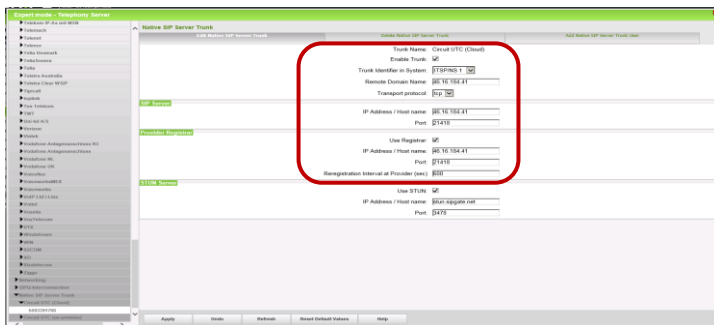
Please check via Expert Mode the IP Addresses and ports, you should got from Circuit, by running the Circuit Connectivity Wizard. (Normally empty). Check your Firewall Settings.

New additional SBC behind loadbalancer (October 2019)

35.233.23.114:10000-20000
35.198.129.132:10000-20000
34.77.77.239:10000-20000
35.246.191.177:10000-20000

- outgoing connections from OSBiz to TCP na.yourcircuit.com:443
- Outgoing connections to TCP 35.222.85.63:65060, 35.222.85.63:65061 (TLS)
- media UDP open from/to 35.231.244.59:10000-49999, and 35.232.51.243:10000-49999
- incoming TCP connections open from 35.222.85.63 to OSBiz signaling IP:port.

Please use only the Circuit Connectivity Wizard, you can check in Expert Mode:



8.10.1. Sophos XG Firewall

Session Initiation Protocol (SIP) Support must be enabled, in default it's disabled.

Please read Sophos XG Instructions how to enable SIP Module.

How to find out from OSBiz:

In OSBiz Service Center, diagnostic – status – ITSP Status,

hint can be the message:

resFEMITOSFW_NET_SOCKET_CONNECTIONLOST: Connection lost

```
----- Last Packet Received for this User -----
----- Last Diagnostic information for this User -----
resFEMITOSFW_NET_SOCKET_CONNECTIONLOST: Connection lost

----- Current state -----
STUN: OK
Registration: init

----- Connection List: -----
[0]: peerAddr=192.168.2.241:15060 TCP proxy=192.168.2.241:15060 type=QsigTrunk Number of User(s)=1
[1]: peerAddr=35.246.135.106:5060 TCP proxy=35.246.135.106:5060 type=NativeTrunk Number of User(s)=1

Local TCP-port: 0
Remote TCP-addr:

----- Configuration Data -----
provider name: Circuit UTC (Cloud)
user name: 7773351608
authorization user name: gtc-003875d5eb9a-76af-4c32-8570-4d898b460a73
domain name: 35.246.135.106
transport protocol: tcp
transport security: Traditional
media security: RTP only
proxy: 35.246.135.106:5060
registrar: 35.246.135.106:5060
expiration time: 600
outbound proxy: not used
STUN server: stun.sipgate.net:3478
```

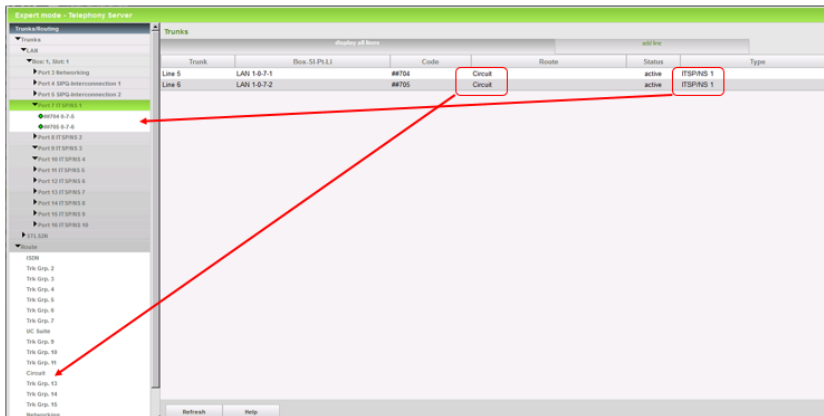
Ping to 35.246.135.106 from OSBiz was possible (Expert Mode) (ICMP allowed by Sophos firewall)

Tracert to 35.246.135.106 from OSBiz was not possible (blocked by Sophos firewall)

- 1) Enable TCP Dump in OSBiz
- 2) Run the connectivity wizard or restart the Connector
- 3) Stop TCP Dump and download the cap files
- 4) Open with Wireshark, you will find messages sent to 35.246.135, but will get no answer,

8.11. Incoming and Outgoing calls not possible

Please check automatic circuit trunk assignment



8.12. How to generate Server Certificate, not needed for OSBiz Circuit Connector

!Not needed for Circuit configuration! See also Chapter “Circuit connectivity, Certificate Error”

For Secure Networking Trunk Connection in OSBiz (not Circuit connectivity) you need a Server Certificate, or if SPE (Signaling and payload encryption) Checkbox is enabled in OSBiz.

Here you will find the description how to generate a CA Certificate with OSBiz.

Precondition is Name, Serial Number and Applicant to create, also to check Data (valid)

You have to proceed with the following Steps:

Fill out Data

Generate Certificate PKCS#12

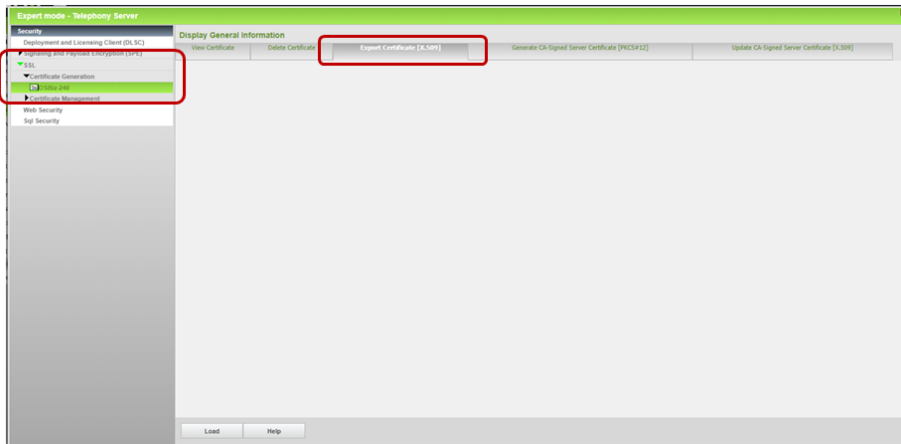
To generate the certificate, following is needed:

Passphrase:

Same Serial Number as in first Step

Subject name, must be different from first step

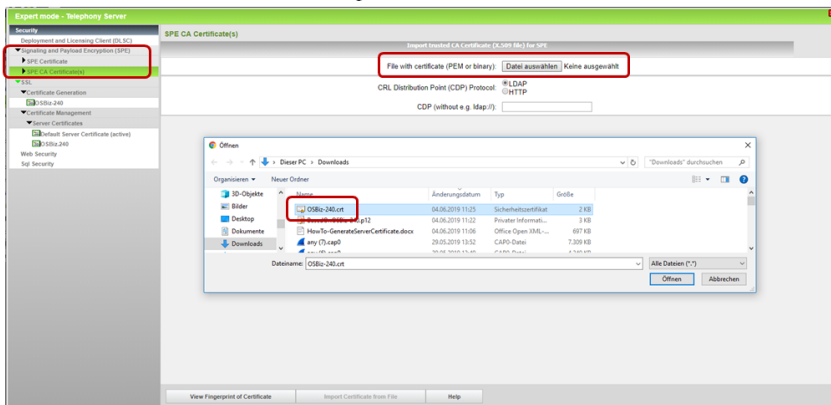
Export Certificate X509



After press Load, Certificate will be stored on your PC

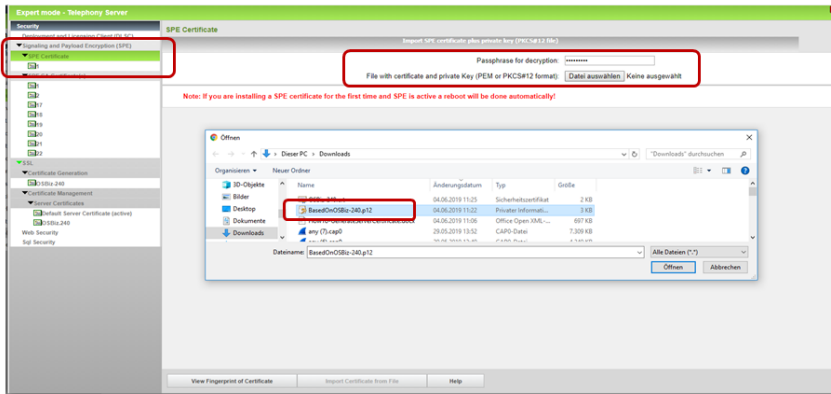
Certificate import:

first start with SPE CA Certificate import



Press View Fingerprint to import

Import SPE Certificate



Enable Flag SPE and if needed also SPE tone also

