



# OpenScape Business V2

Tutorial

VoIP Interfaces

Version 2.0

# 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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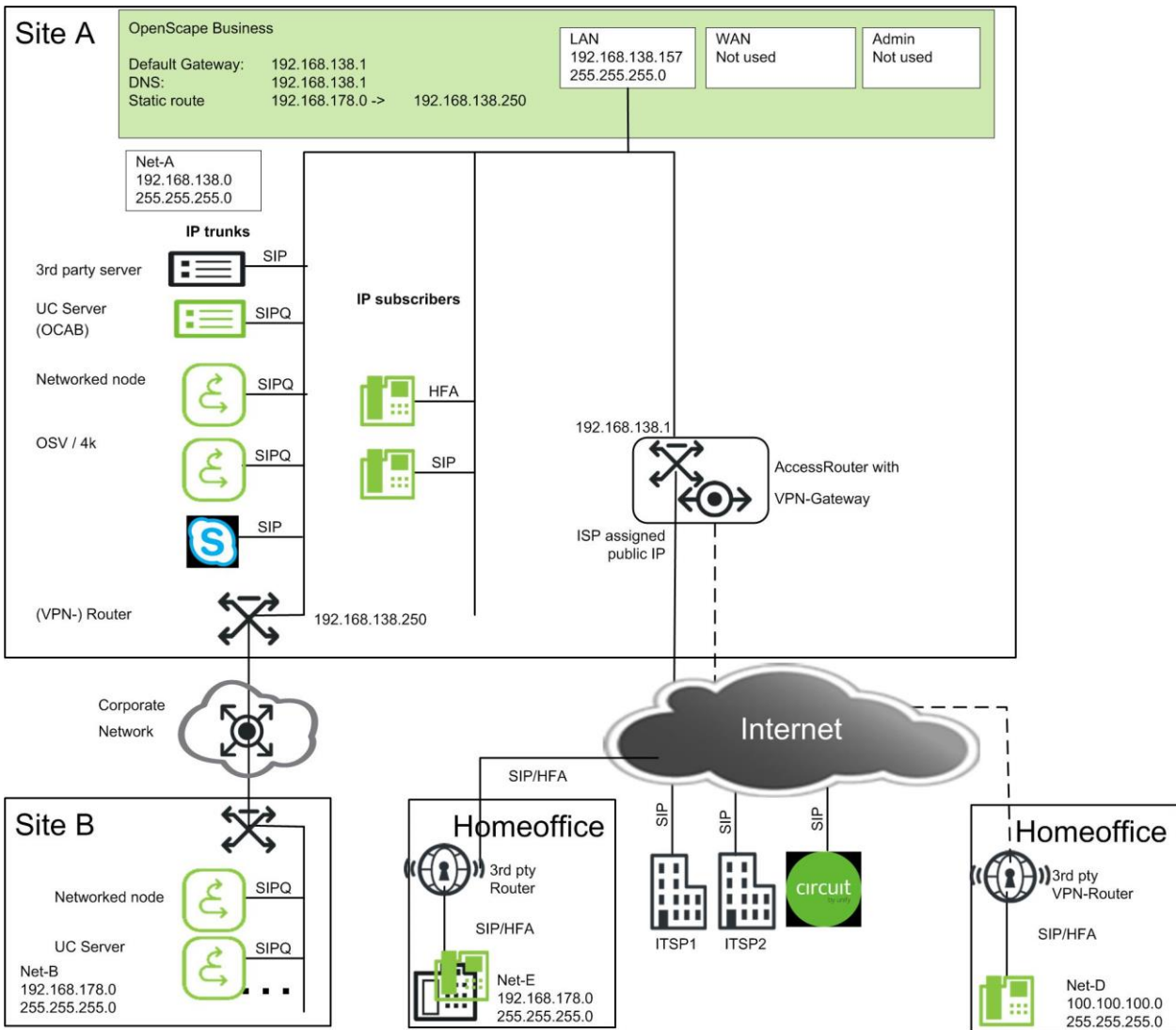
## Table of History

Date	Version	Changes
2015-04-20	1.0	Initial Creation for V2
2017-01-09	1.1	Update Web-links for Device@Home
2017-07-20	2.0	Add Circuit and Skype for Business / Update for V2R3 (Abel)

# 1. Supported Interface configurations

## 1.1. WAN interface not used

In this configuration OpenScope Business is connected to the network via the LAN interface only. The WAN interface is NOT used. If VPN connections are necessary, these connections MUST be maintained by the connected routers. The VPN client in OpenScope Business is NOT used. This configuration is valid for OSBiz-X and OSBiz-S.

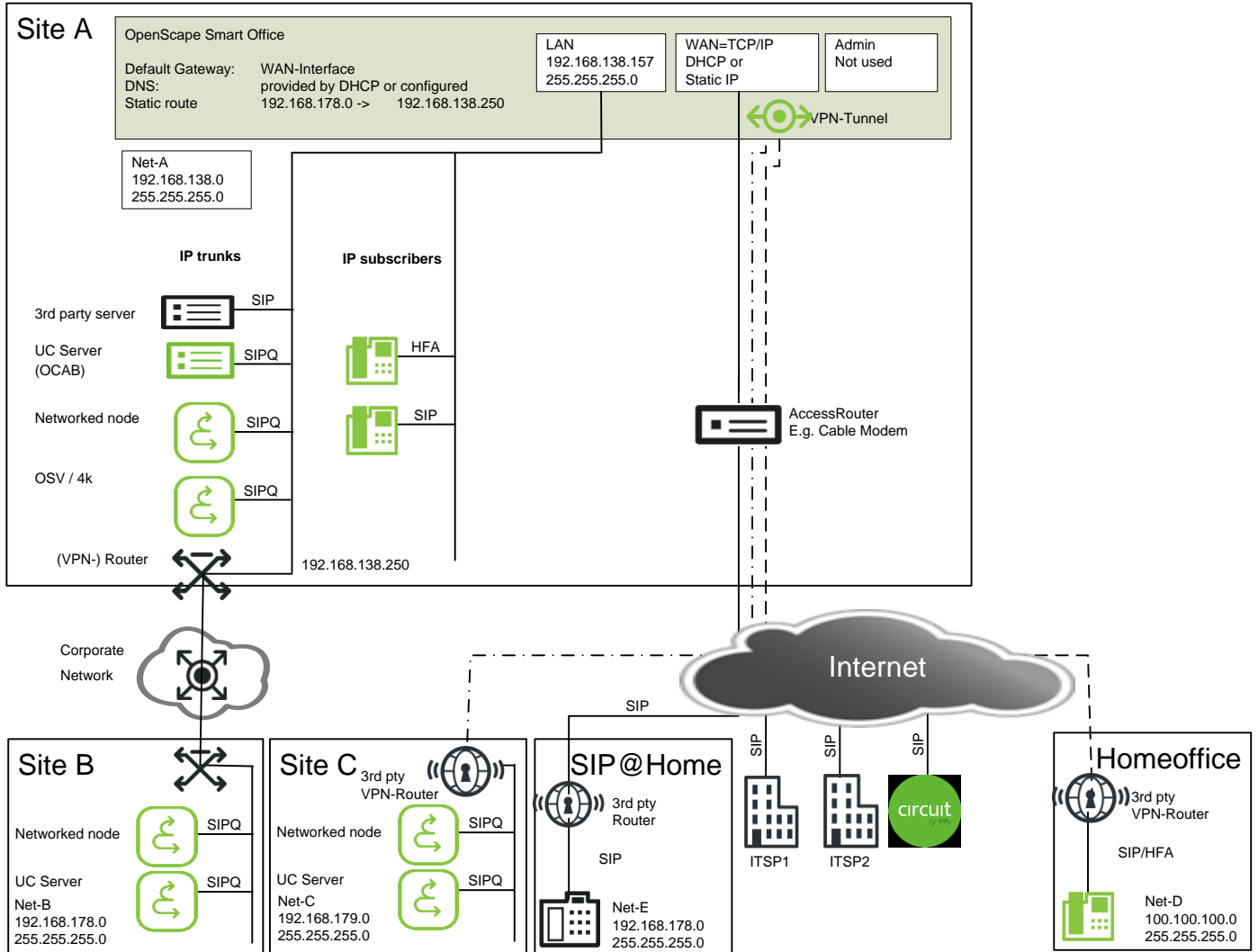


Configuration hints:

- Static routes MUST be configured to other sites which are not reachable via the default router
- VPN connections established by OpenScope Business via LAN interface are NOT supported
- The connection to a Home office using OpenStage HFA/SIP phones (Device@Home) is possible:
  - via a configured VPN tunnel in the Access Router.
  - via a direct connection using UDP and TLS, see separate documentation available under [http://wiki.unify.com/wiki/How\\_to\\_collection\\_and\\_tutorials\\_for\\_OpenScope\\_Business#Device.40Home](http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScope_Business#Device.40Home)

## 1.2. WAN configured as TCP/IP interface

If the WAN interface is configured in TCP/IP mode all VoIP connections to the internet MUST be done via the WAN interface. All other VoIP devices MUST be connected via the LAN interface. This configuration is valid for OSBiz-X and OSBiz-S.

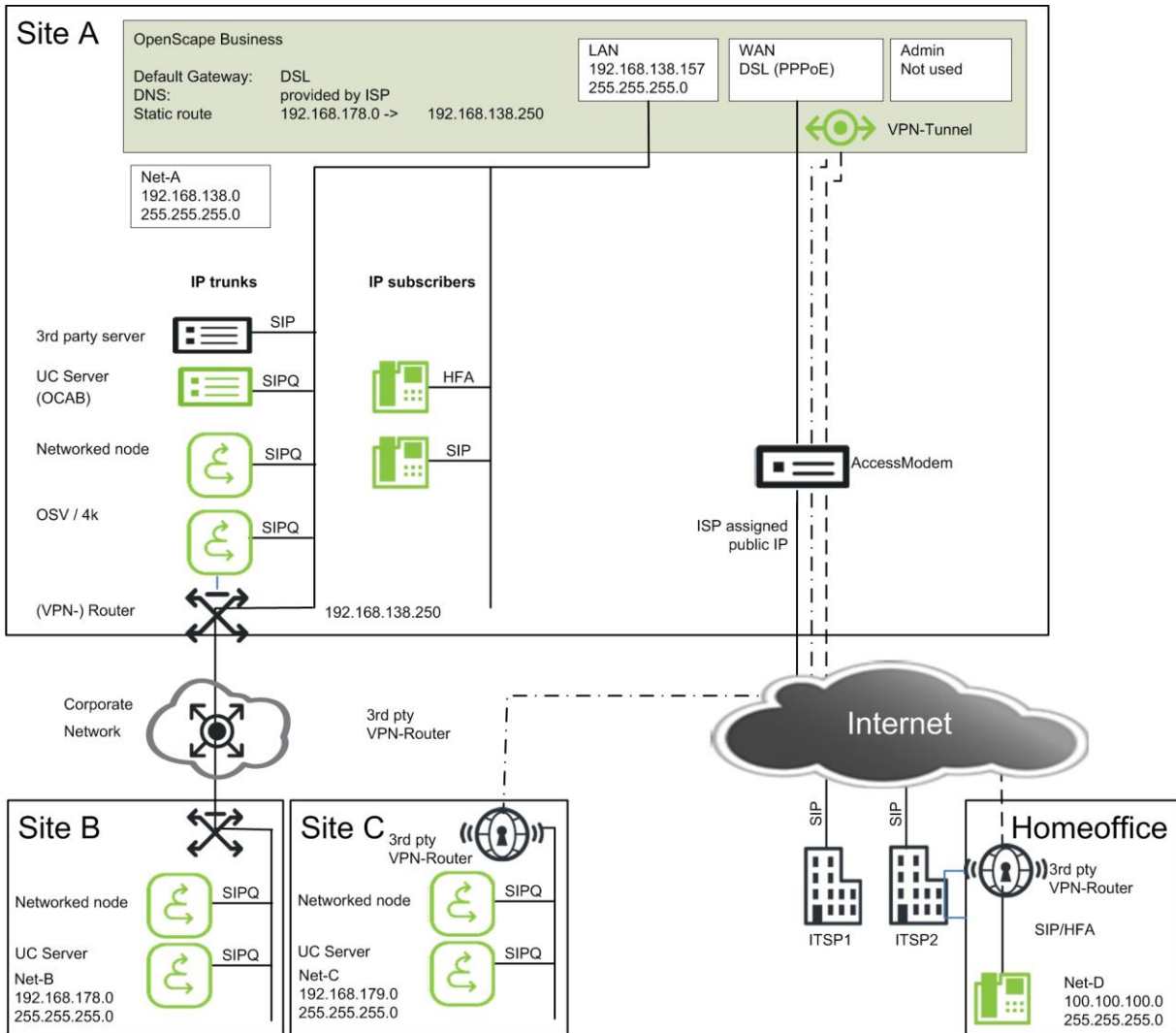


Configuration hints:

- No ITSP/Circuit connections possible via LAN
- SkypeForBusiness connections are not possible in this configuration
- Static routes MUST be configured to other sites which are not reachable via the default router
- The WAN=TCP/IP interface can be operated either in DHCP mode or with static assigned IP-Address (depends on the ISP and the provided access Router)
- If the interface is operated in DHCP mode VPN connections are NOT yet supported through this interface.
- SIP@Home scenarios are possible using UDP only, see separate documentation available under [http://wiki.unify.com/wiki/How\\_to\\_collection\\_and\\_tutorials\\_for\\_OpenScape\\_Business#Device.40Home](http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Device.40Home)

### 1.3. WAN configured as DSL interface

If the WAN interface is configured as DSL interface to establish the internet connection all traffic towards the internet MUST use the WAN interface. All other VoIP devices MUST be connected via the LAN interface. This configuration is valid for OSBiz-X only.



Configuration hints:

- The integrated DSL Router is suitable for small installations only. For larger installations an external Router MUST be used (see 1.1 and 1.2)
- No ITSP connection possible via LAN
- This configuration is not released for Circuit and SkypeForBusiness connections
- Static routes MUST be configured to other sites which are not reachable via the default router (DSL)
- Only one subnet per site is supported by the VPN Wizard. The example above requires manual created VPN rules between Site B and C
- Device@Home scenarios are **not** supported in this configuration, see separate documentation available under [http://wiki.unify.com/wiki/How\\_to\\_collection\\_and\\_tutorials\\_for\\_OpenScape\\_Business#Device.40Home](http://wiki.unify.com/wiki/How_to_collection_and_tutorials_for_OpenScape_Business#Device.40Home)

## 1.4. Restrictions when using LAN and WAN in parallel

When the WAN interface is configured, all ITSP connections **MUST** use this interface.

It is strongly recommended to use the same interface for ITSP connections and all other internet traffic. (either all over LAN or all over WAN)

Nevertheless under certain circumstances a customer wants to have a different setup, where the system will use the WAN for ITSP connections whereas the default router to the internet is located at the LAN interface.

In such a configuration several issues may prevent successful VoIP calls. At least the following configuration **MUST** be done:

- **Manual configuration of routing**  
As the default router is connected to the LAN interface, all destinations which needs to be addressed for ITSP calls **MUST** have static routes. This **MUST** include all needed SIP servers (Proxies, Registrar) as well as all possible media endpoints. Static routes must be configured with appropriate means (e.g. WBM in OSBiz-X, Yast in OSBiz-S)  
This manual configuration is not necessary if the WAN interface has an address out of the ITSP network. (ITSP operating a private VoIP network with or without access device)
- **Firewall configuration**  
The firewall located between the ITSP and the WAN interface **MUST** be manually opened on all ports needed for ITSP connections. This **MUST** include all needed SIP servers (Proxies, Registrar) as well as all possible media endpoints.
- **STUN**  
In this configuration STUN cannot be used to determine the public IP-Address. STUN **MUST** be switched off or used with static IP address (at the WAN router)
- Due to the restriction that **ALL** ITSP's **MUST** use the same interface, this configuration is limited to **ONE** ITSP only

## 2. General Restrictions

- As the WAN interface is intended to be used as the ITSP interface it is **NOT** allowed to address this interface by
  - any IP-Endpoints at the WAN interface (HFA and SIP)
  - any networked nodes
- If two (or more) ITSP's are configured in the system
  - all ITSP's **MUST** use the same internet connection
  - Usage of STUN can be switched on or off individually for each provider, but **ALL** providers **MUST** share the same STUN mode (e.g. automatic, port preserving router, ...) and will use the same STUN server (even if different STUN servers may be configured at the ITSP's).
- The Admin-Interface of the OCCM/OCCL cannot be used to connect any type of VoIP endpoints or trunks.
- The LAN2-Interface of the OCAB cannot be used to connect any type of VoIP endpoints or trunks.
- In Scenarios where the WAN interface is used, NAT is activated at the WAN interface.

OpenScape Business VPN wizard:

- A Homeoffice can be connected via 3<sup>rd</sup> party VPN router. This scenario requires configuration in Expert mode, as the VPN rules created by wizard can probably not be configured in the 3<sup>rd</sup> party VPN router.
- If a Teleworker is connected via VPN using a single PC with VPN client software (e.g. Shrew Soft) the configuration can be made by using the OpenScape Business VPN wizard.
- Only one subnet per site is supported by the VPN Wizard. The examples above showing different subnets requires manual created VPN rules between Site B and C

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