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Time Sensitive Information!

These Configuration Changes Must Be Applied Ten Days Prior to Norcom Solutions Group Cut-Over

Cisco RV110(w) EOL, RV130(w) & RV215(w) Router Configuration For Norcom Solutions Group Cloud Telephony Deployment
Document Version 2.0

May 15th, 2017

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Read Me!

1. These changes must be applied before client implements their Norcom Solutions Group hosted telephony solution.
2. If you are underlined experienced 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 877-667-2661 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 Norcom Solutions Group Customer Support specialist know.
6. Once completed, a Norcom Solutions Group 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 Cisco RV110/130(w)/215(w) firewall & router appliances to support Norcom Solutions Group'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 software version. Setting values not mentioned may be left at default or changed as required for specific purposes.

Please call Norcom Solutions Group Customer Support at 877-667-2661 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.

Firewall Checklist

After applying the GUI configurations in this document, please take the appropriate screen shots to provide the firewall "verification" to Norcom Solutions Group.

Screen Shot #:	Configuration:	Completed:
1	QoS → Bandwidth Management Screen	

Add Crexendo Services

Firewall → Service Management

- Add three services:
    - Crex RTP Ext – UDP 16000 to 17999
    - Crex RTP Int – UDP 11780 to 11800
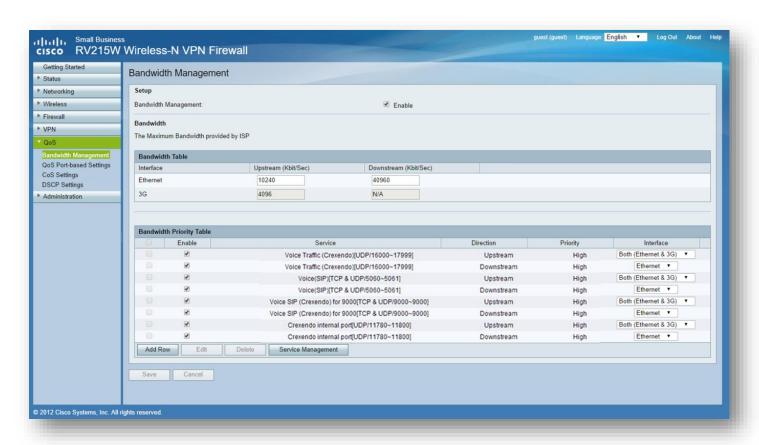   - Crex SIP 9000 – TCP&UDP 9000

Configure Bandwidth Management

QoS → Bandwidth Management

- Click the Bandwidth Management "Enable" check box.

- Enter the contracted WAN upstream and downstream band in Kbit/sec in the "Bandwidth Table."

- Add each of the following services to the "Bandwidth Priority Table"to accommodate "Upstream" and "Downstream" of each service:
    o Crex RTP Ext
    o Crex RTP Int
    o Crex SIP 9000
    o SIP

- Each service should be added with the following:
    o Upstream and Downstream direction
    o Priority set to High
    o Click to Enable/Yes on **all** services

- Click "Save"

Document Revision History

Version	Reason for Change	Date
1.0 Draft	Initial Draft Document	September 14, 2016
1.1	Firewall Checklist added	March 17th, 2017
2.0	Revised to include RV215w	May 15th, 2017