Time Sensitive Information!

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

Edgewater Router Configuration for Norcom Solutions Group Cloud Phone System

Document Version 1.3

March 17th, 2017

NORCOM Solutions Group powered by crexendo

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Introduction

This document is targeted towards IT administrators and illustrates configuration changes required on Edgewater 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 and software version. Setting values not mentioned may be left at default or changed as required for specific purposes.

Please call Norcom Solutions Group Support at 877-667-2661 if you need any further information.

Screenshots and instructions are based on Edgewater 4550 – EdgeMarc 2 running Version 11.6.13

Firewall Checklist

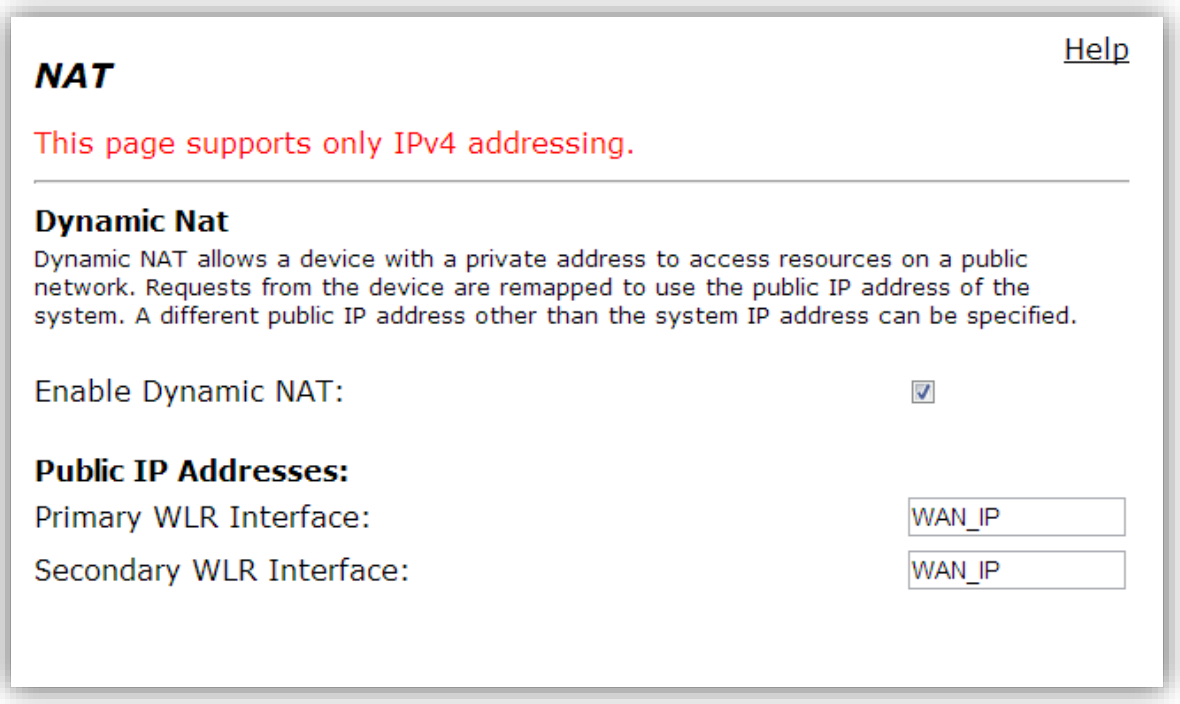
After applying the GUI configurations in this document, please take the appropriate screen shots to provide the firewall "verification" to Norcom Solutions Group.

Screen Shot #:	Configuration:	Completed:
1	NAT → Enable Dynamic NAT (checked)	
2	Traffic Shaper → General	
3	Traffic Shaper → Advanced → Classes of Service	
4	Traffic Shaper → Advanced → Classification Rules	

NAT

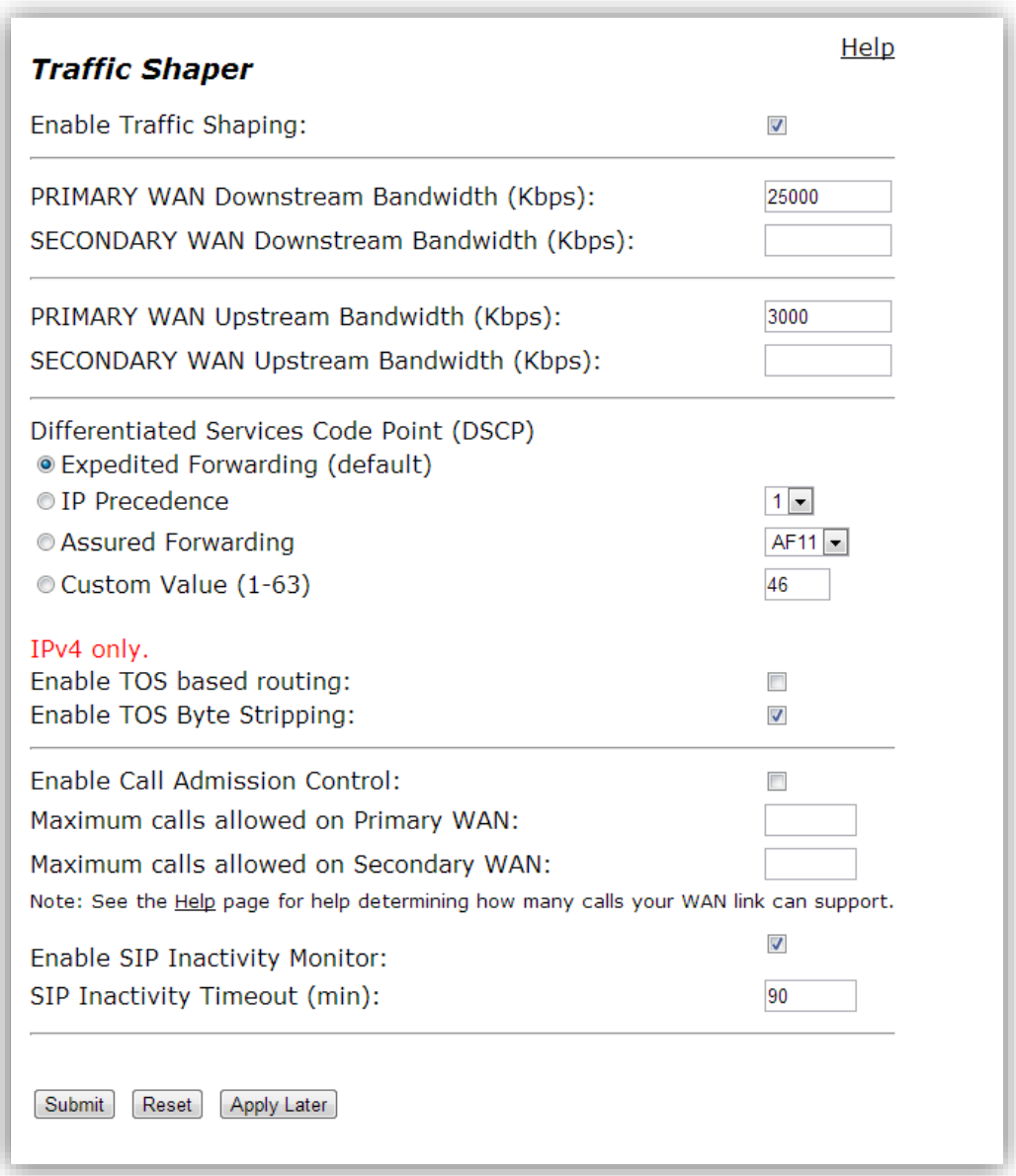
Note: default log in to Edgewater devices is:
UN: root
PW: default

NAT



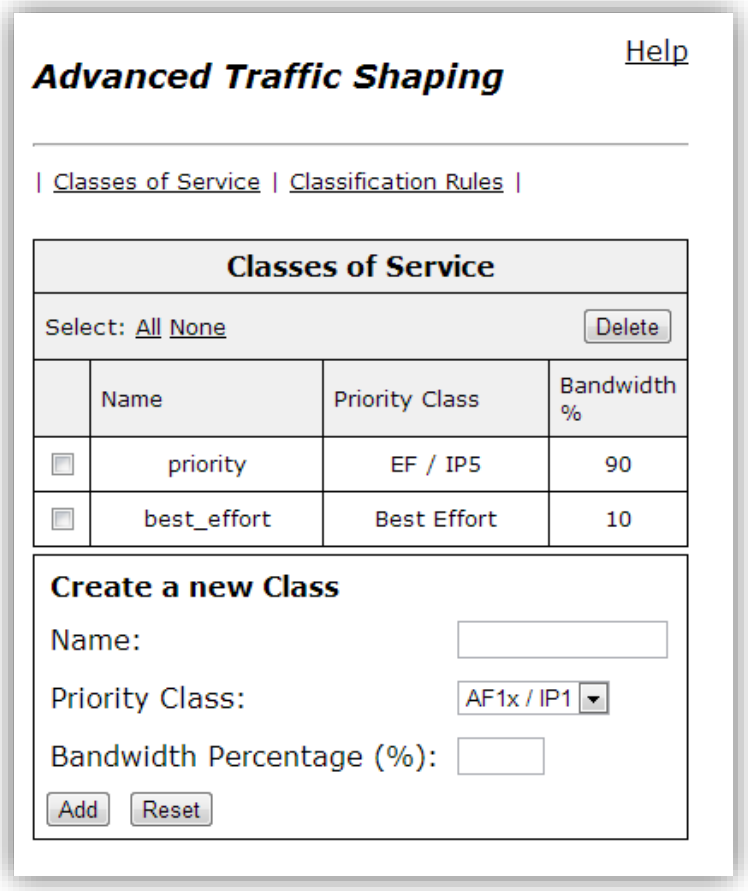
- Check to Enable Dynamic NAT
- Click Submit or Apply Later

Traffic Shaper



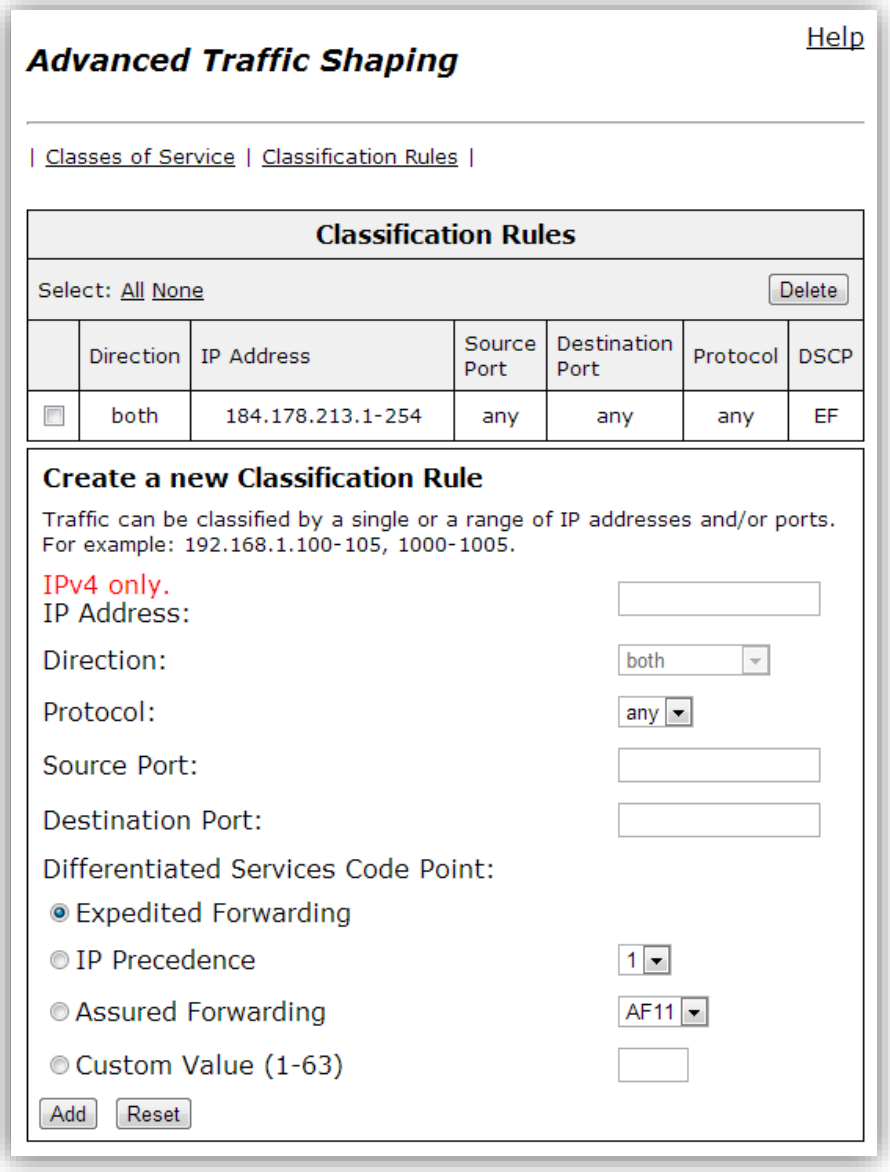
- Check to Enable Traffic Shaping
- Enter the Download and Upload bandwidth of your internet connection
    - Note: Please use contracted speeds not speed test results that may show bursting.
- Differentiated Services Code Point (DSCP)
    - Choose EF – Expedited Forwarding
- Check Enable TOS Byte Stripping

Traffic Shaper → Advanced → Classes of Service



- Configure the Classes of Service to show as above.
  - Priority – EF – 90%
  - Best Effort – 10%
- Remove any other classes

Traffic Shaper → Advanced → Classification Rules



- Added Classification rule
  - IP address: 184.178.213.1-254
  - Direction: Both
  - Protocol: Any
  - Source: Any (leave blank the system will automatically fill)
  - Destination: Any (leave blank the system will automatically fill)
  - DSCP: Expedited Forwarding

- Apply settings.

Document Revision History

Version	Reason for Change	Date
1.0 Draft	Initial Draft Document	November 21, 2013
1.3	Firewall Checklist added	March 17th, 2017