



Firewall security administration guide

eve port requirement

This document identifies all TCP/UDP ports that are required for effective Eve operation. Regarding hosted deployments not all firewall configurations need ports to be opened. If the customer has implemented internal to external rules, then ports should be opened to allow the eve protocols out. There should be no reason for the customer to open ports inbound on the firewall.

SIP ALG

If a router and/or firewall is 'SIP aware' or has a SIP ALG enabled, we recommend that this functionality be turned off so that the device doesn't interfere with any signalling.

For example:

- Cisco PIX firewall - run the command "no fixup protocol sip 5060"
- Zyxel P660 series router - from the command line, run the command "ip nat service sip act 0"
- Cisco ASA 7.2+ - run the command "no inspect sip"
- Cisco 800 / 1800 / 1900 series routers - run command "no ip nat service sip udp port 5060"
- TG582 / TG670 - from the command line, run the command "connection unbind application=SIP port=5060"
- Draytek Vigor Series - from the web interface, Navigate to NAT, click on ALG, and uncheck Enable ALG.

Hosted eve

IP ADDRESS/URL	PORT	SERVICE TYPE
195.80.16.2	443 TCP/5061 TCP	HTTPS/SIPTLS
195.80.16.2	49152-65535 UDP	RTP
195.80.16.3	443 TCP/5061 TCP	HTTPS/SIPTLS
195.80.16.3	49152-65535 UDP	RTP
195.80.16.4	5061 TCP	SIPTLS
195.80.16.4	49152-65535 UDP	RTP
195.80.16.5	5061 TCP	SIPTLS
195.80.16.5	49152-65535 UDP	RTP
firmware.iameve.co.uk	443 TCP	HTTPS
rca.aastra.com	443 TCP	HTTPS
dm.yealink.com	443 TCP	HTTPS
0.uk.pool.ntp.org	123 UDP	NTP
europe.pool.ntp.org	123 UDP	NTP
1.aastra.pool.ntp.org	123 UDP	NTP
2.aastra.pool.ntp.org	123 UDP	NTP
3.aastra.pool.ntp.org	123 UDP	NTP
uk.pool.ntp.org	123 UDP	NTP
portal.iameve.co.uk	443 TCP	HTTPS
51.141.122.3 (get.iameve.co.uk)	443 TCP	HTTPS
51.141.123.123 (yealink.iameve.co.uk)	443 TCP	HTTPS
66.151.139.205	443 TCP	HTTPS
66.151.139.206	443 TCP	HTTPS

NOTE

Devices attempting to contact the EVE network will require access to your preferred DNS services, please ensure that devices have access to services on TCP/UDP 53.



Before the completion of SIP Trunk installation we recommend the following tests to be completed:

- Call out
- Call In
- Call Out longer than 15 Minutes
- Call In longer than 15 minutes
- Call In, Place call on Hold and Retrieve (check For Music on Hold)
- Call Out, Place call on Hold and Retrieve Check for Music on Hold)
- Call In, Conference with another user(3 way)
- Call Out, Conference with another user(3 way)
- Call Local (Outside of company)
- Call Mobile
- Call National
- Call International (if required)

NOTE

These tests should take into account any common configuration issues, for instance the 15 minute call should take into account of the SIP re-register timer and the calls on hold /conference should take into account of any RTP port changes.

For diagnostics, the Engineer should be able to run Wireshark traces on their PC or be able to look at the Message Print traces as this will give them an understanding of what is happening to the calls attempts.

eve Sip Trunking

IP ADDRESS/URL	PORT	SERVICE TYPE
sip.iameve.co.uk	5060 UDP	SIP
sip.iameve.co.uk	20000-29999 UDP	RTP
register.iameve.co.uk	5060 UDP	SIP
register.iameve.co.uk	30000-35999 UDP	RTP

IMPORTANT

To secure the PBX from unauthorised access, please restrict port forwarding to only be accessible from the eve source IP addresses.