



Firewall Configuration Requirements

Requirements from Telax:

- 1) We need the customer's firewall to allow outbound traffic on port 57000 (or other different from 80 and 443...we are flexible with that).
- 2) We need the customer's firewall to allow web service calls to our xml web services (soap protocol over http/https).
- 3) If some kind of proxy server software is being used (such as ISA Server), our client software may need additional configuration steps if the proxy server settings are different from the ones used by the browser.

IPs and Proxies:

proxy1.telax.net -> 64.21.108.50
proxy2.telax.net -> 64.21.108.49
Proxy3.telax.net -> 38.111.102.20
Proxy4.telax.net -> 38.111.102.20
proxy5.telax.net -> 64.21.108.42
proxy6.telax.net -> 64.21.108.47
proxy7.telax.net -> 64.21.108.45
Voicemail.telax.net -> 38.111.102.18

Note that ping traffic is blocked to all of them.

In all cases, traffic to <http://proxyX.telax.net/telax.services.web.agent.cca/default.aspx> should be allowed. that is to say:

<http://proxy1.telax.net/telax.services.web.agent.cca/default.aspx>
<http://proxy2.telax.net/telax.services.web.agent.cca/default.aspx>
<http://proxy3.telax.net/telax.services.web.agent.cca/default.aspx>
<http://proxy4.telax.net/telax.services.web.agent.cca/default.aspx>
<http://proxy5.telax.net/telax.services.web.agent.cca/default.aspx>
<http://proxy6.telax.net/telax.services.web.agent.cca/default.aspx>
<http://proxy7.telax.net/telax.services.web.agent.cca/default.aspx>

as well as

<http://proxy1.telax.net/telax.services.web.resourcelocator/default.aspx>
<http://proxy2.telax.net/telax.services.web.resourcelocator/default.aspx>
<http://proxy3.telax.net/telax.services.web.resourcelocator/default.aspx>



<http://proxy4.telax.net/telax.services.web.resourcelocator/default.aspx>
<http://proxy5.telax.net/telax.services.web.resourcelocator/default.aspx>
<http://proxy6.telax.net/telax.services.web.resourcelocator/default.aspx>
<http://proxy7.telax.net/telax.services.web.resourcelocator/default.aspx>

If the CCA integrated mail option is to be used:

Traffic to voicemail.telax.net on port 110 or 57000 must be allowed.

Voicemail.telax.net points to 38.111.102.18

As of April 20, 2009:

Clients should allow traffic from trusted net to un-trusted net (ip: proxy1.telax.net), port 57000

Open proxy1.telax.net; proxy2.telax.net; proxy3.telax.net; and proxy4.telax.net all of them on port 57000, and 80 (http)

allowing proxy1..proxy4 will make the solution more fault tolerant

If behind an ISA Server:

an ISA Server is a proxy server...

From the advanced screen of the CCA login dialog box:

Under Proxy Server Settings

enter the server name, and port (usually 80)

as well as the credentials to be used to authenticate that user in the ISA server that's it

if that doesn't work...he may have to install proxy client locally

Test connectivity: <http://www.telax.net:57000/>