Firewall Settings

The below information is provided for partners and customers to ensure their personal (device) and gateway (network) firewalls are configured correctly. If the below guidelines are followed, users may notice that certain features and functions are unavailable in the application.

General considerations

Firewalls or routers should be configured to allow connectivity between phones/softphones and Access4 servers. Firewall should not modify any packets except in case when NAT is required, IP headers can be rewritten accordingly. **SIP-ALG should be turned off** to allow call signalling to traverse firewalls and routers unmodified.

There are certain addresses that are outside of Access4 control, such as vendors provisioning servers that are used for Zero Touch Provisioning of the phones. The only way to implement strict restrictions on the firewall is to use a firewall that is capable to filter based on DNS records.

Protocols used by Access4 Phones

Application	Application protocol	Transport protocol	Phone DCSP	Phone ports	DNS addresses	Server addresses	Server ports
Call signalling	SIP, SIP-TLS	TCP+UDP	CS3	5060-8060	NAPTR phreg.access4.com.au NAPTR phregudp.access4.com.au	103.80.244.0/22 45.64.148.0/22	5060-5062
Advanced Call control/enterprise directories	XSI	TCP	0	Any	xsi.access4.com.au xsp.access4.com.au xsp.a4uc.com.au	103.80.244.0/22	443
Configuration/provisioning firmware updates	HTTPS	TCP	0	Any	ourdms.access4.com.au xsp.access4.com.au	103.80.244.0/22	443

Initial ZTP configuration					ztp.sasboss.com.au ztp.polycom.com rps.yealink.com root.pnn.obihai.com devpf.obitalk.com vendors can introduce additional addresses without notification	Any, changes frequently	443, 80,10000
Time synchronisation	NTP	UDP	0	1024-65535	Pool.ntp.org	any	123
Audio	RTP(s)	UDP	EF	1024-65535	N/A	103.80.244.0/22 45.64.148.0/22	Any
Video	RTP(s)	UDP	AF41	1024-65535	N/A		Any

Protocols used by Access4 Communicator

Application	Application protocol	Transport protocol	Communicator ports	DNS addresses	Server addresses	Access4 server end ports
Call signalling	SIP	TCP+UDP	Any	NAPTR phreg.access4.com.au NAPTR phregudp.access4.com.au	103.80.244.0/22	5060-5062
Call control	XSI	TCP	Any	xsi.access4.com.au xsp.access4.com.au xsp.a4uc.com.au	103.80.244.0/22	443
Configuration	HTTPS	TCP	Any	ourdms.access4.com.au xsp.access4.com.au xsp.a4uc.com.au	103.80.244.0/22	443
Audio	RTP	UDP	8500-8598	N/A	103.80.244.0/22	Any
Video	RTP	UDP	8600-8698	N/A	103.80.244.0/22	Any
Messaging & Presence	XMPP, HTTPS	TCP	Any	*SRV _xmpp-client._tcp.your_IMP_domain	103.80.244.0/22	5222
Desktop sharing	HTTPS	TCP	Any	Uss.a4uc.com.au	103.80.244.0/22	443,8443
File transfer	Broadsoft	TCP	Any	Uss.a4uc.com.au	103.80.244.0/22	1081-1082

*please note the actual domain name is your IMP domain name(s)