

Process Owner: IT Operations	FORM	F-CMG-3.1
	<i>Adding APN IPs to Elastix Firewall Configuration</i>	

Request Information				
Requestor	Jan Francis Lictao			
Implementing Team	Server Operation			
Ticket Number/s	201916251			
Change Classification		Major	x	Minor
After the fact	x	Yes		No
Emergency		Yes	x	No
Proposed Change Date	ATF			
Proposed Change Start/End Time	ATF			
Proposed Change Verification Time	ATF			

Objective of the change
To allow the connection of APN to our server and fix the NDY call issue.

Technical/Operational Impact of the change		
Negative: No negative impact to the production.	Beneficial: Resolved the dead air call issue of NDY numbers.	Neutral:

Affected IT Infrastructure components			
Site	Hostname	IP Address	Function
Jaka	Kalliope	10.1.0.250	Dialer

Affected Departments and corresponding contact persons		
Department	Contact Name	Contact Info
Server Operation	Rovie Salvatiera	0917-627-4325

Test Environment implementation and Verification Summary
No testing done since it was ATF.

Test Environment Results Summary
No testing done since it was ATF.

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Configuration Change Template

Baseline File	3.1.103 ELASTIX
Baseline Version	3.0

Baseline File Changes:

Existing Configuration	Proposed Change	Impact	Section
APN IP are allowed in firewall on the other Network adapter (eth0)	Add the following IPs to firewall and pointed in active network adapter (eth1) 208.74.75.250 208.74.75.252 208.74.75.246 38.102.225.8 38.102.225.13 38.102.225.14	No impact to production.	Firewall

Physical Implementation Procedures / Advisory

No physical implementation will be facilitated.

Backup Procedures

1. Backup DB and Configurations.

Refer to KB Article: **Back-up and Retention Process for Elastix Configuration and Database**



Back-up and Retention Process for

Backup Name	Date	Action
 elastixbackup-20190509164932-65.tar	09/05/2019 16:49:32	<button>Restore</button>


2. Backup existing firewall configurations.

cp /opt/firewall /home/jlictao/firewall.6102019

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Technical Configuration Procedures
<ol style="list-style-type: none"> 1. Login to Elastix server , 10.1.0.25 0 via SSH and switch to super user. 2. Edit the /opt/firewall to add the APN IP address. <pre>[root@Kalliope ~]# vi /opt/firewall</pre> <pre>#####APN##### -A INPUT -i eth1 -s 208.74.75.250/255.255.255.255 -j ACCEPT -A INPUT -i eth1 -s 38.102.225.8/255.255.255.255 -j ACCEPT -A INPUT -i eth1 -s 208.74.75.252/255.255.255.255 -j ACCEPT -A INPUT -i eth1 -s 208.74.75.246/255.255.255.255 -j ACCEPT -A INPUT -i eth1 -s 38.102.225.13/255.255.255.255 -j ACCEPT -A INPUT -i eth1 -s 38.102.225.14/255.255.255.255 -j ACCEPT</pre> <ol style="list-style-type: none"> 3. Pres ESC + :wq! to save the file configuration. 4. Run iptables restore to load the changes. <pre>[root@Kalliope ~]# iptables-restore < /opt/firewall</pre>

Verification Procedures
<ol style="list-style-type: none"> 1. Run iptables -L to list the current firewall configurations and the added IP must reflected. <pre>[root@Kalliope ~]# iptables -L</pre> <pre>..... ACCEPT all -- 208.74.75.250 anywhere ACCEPT all -- 38.102.225.8 anywhere ACCEPT all -- 208.74.75.252 anywhere ACCEPT all -- 208.74.75.246 anywhere ACCEPT all -- 38.102.225.13 anywhere ACCEPT all -- 38.102.225.14 anywhere</pre>

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2. After all installation, conduct a test call to all local Extension, outbound and inbound call. For outbound call, dial any international Toll Free number (e.g. 1800 10 463 3339 FedEx US) For inbound call, dial OAM US number (+1 650-276-5399) and Marketing team must receive the call.

Back-out Procedures

1. Copy back the backup firewall configurations.

cp /home/jlictao/firewall.6102019 /opt/firewall