

PRE-INSTALLATION FOIP QUESTIONNAIRE

The information requested in this document will help ensure your SR140/TR1034 Fax over IP (FoIP) deployment will go smoothly. Upon receiving this information from you, Cantata will follow-up with written recommendations for your deployment. This document also provides insight into the kinds of questions that network architects need to ask when planning for or redesigning their networks.

Questionnaire Completed By

Name:

Title:

Company:

Email:

Work Phone:

Mobile Phone:

Date:

Cantata FoIP Tested Interoperability

Cantata is continually adding IP PBX and T.38 Gateway interoperability. Please refer to the following URL for an updated list:

<http://www.cantata.com/interop/fax/index.cfm>

Site Overview

1. Which Fax Application software is being used?
 - a. Version Number:
 - b. Feature/Service Pack Number:
 - c. Hotfix Number (if applicable):

2. FoIP requirements (Please choose from the following options)
 - a. Inbound faxing:
 - b. Outbound faxing:
 - c. Fax broadcasting:

3. Please provide a network diagram of the customer's IP network. Please include details on all devices such as gateways, firewalls, etc. that will handle FoIP traffic.

4. Fax details (Best estimate)

- a. Total number of fax ports being deployed:
 - b. Simultaneous faxes being sent/received:
 - c. Faxes per day:
 - d. Number of fax pages per day:
5. Are faxes sent and/or received in bursts throughout the day? If so, when are those times and for how long?

Test & Deployment

1. Deployment questions
 - a. In how many locations will the FoIP solution be deployed?
 - b. Is the equipment common between the sites?
 - c. How are the offices connected?
 - d. How many FoIP endpoints will be deployed?
2. What is the timeline for trial and deployment?
3. Does the customer have a trial test plan that can be shared with us?

Server Considerations

1. Details of server that the TR1034/SR140 will be installed in
 - a. Name:
 - b. Model Number:
 - c. For TR1034
 - i. Type of full length PCI slot(PCI, PCIx, PCIe, etc.):
 - ii. Number of full length PCI slots:
 - d. For SR140
 - i. Processor Type:
 - ii. Processor Speed:
 - iii. RAM (Memory):

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2. Which Operating System will the server be running?
 - a. If Windows, which OS version (Windows Server 2003, Windows 2000 Advanced Server, etc.) Which Windows service pack is applied?
 - b. If Linux, which version?
3. Is the server running VMware? If so, please describe version, configuration, and how the virtual modules will be used (e.g. Disaster Recovery, increased server utilization, etc.)
4. Does the server have any other dedicated functions aside from being a fax server? For example, is it running an Exchange server or databases, etc.?

IP Considerations

1. Does the customer already have VoIP implemented?
2. How is routing handled in the network? For example, does the Media Gateway handle call routing or is it taken care of by Softswitches, Proxy servers, etc. (e.g. Cisco Call Manager)?
3. How much IP bandwidth is dedicated for VoIP versus FoIP?
4. Please list all IP Call Control Protocols (SIP, H.323, etc.) used by all devices in the network.
5. Do the PSTN connections (T1/E1 lines) terminate into IP-capable PBXs or Media Gateways?
 - a. If Media Gateway
 - i. Name(s):
 - ii. Model Number(s):
 - iii. Software Version Number(s) (e.g. Cisco IOS 12.4(9)T, Avaya 26.31.0):
 - iv. Do the Media Gateways support T.38 (Y/N)?
 - b. If IP PBX
 - i. Name(s):
 - ii. Model Number(s):
 - iii. Software Version Number(s):
 - iv. Do the IP PBXs support T.38 (Y/N)?
6. Do you have an active Maintenance/Support contract with the IP PBX or Media Gateway vendor?
7. Please list all Softswitches (e.g. Cisco Call Manager) deployed in the network that handle FoIP traffic.

- a. Name:
 - b. Model Number:
 - c. Software Version Number:
 - d. If using Cisco Call Manager, which IP call control protocol is used between Cisco Call Manager and other FoIP devices in the network?
8. Please list all other IP devices deployed in the network that handle FoIP traffic.
 - a. Name(s):
 - b. Model Number(s):
 - c. Software Version Number(s):
9. Is Registration a requirement in your current network? If yes, please describe.
10. Is Authentication a requirement in your current network? If yes, please describe.
11. Will the SR140 or TR1034 reside behind a firewall?
 - a. Is NAT Traversal a requirement?
 - b. Is VPN being used?
12. How will QoS be configured in the VoIP/FoIP network?
13. What are your FoIP disaster recovery provisions? Have you considered having backup SR140/TR1034 licenses?

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Pre-installation Notes

- SR140 Minimum System Requirements: Pentium P4 2.66Ghz with 512MB RAM
- The following ports are required for proper operation of the SR140/TR1034 FoIP boards and troubleshooting assistance:

Port 5060 – SIP signaling port

Port 80 – TCP port for Cantata troubleshooting assistance using Webex

Port 443 – TCP port for Cantata troubleshooting assistance using Webex

Port 8080 – TCP port for HTTP (license activation - required for automatic registration via Internet; otherwise, manual registration via Cantata Website is required)

Port 1720 – H.323 signaling port

Ports 56000 to 57000 – UDP ports for FoIP traffic (configurable)