

**Product:** Ascom UPAC appliance, Remote Management

**Purpose:** Configuration Guide for the Remote Management of Ascom systems using the Ascom UPAC appliance

**Date:** June 19, 2009

## Configuration Guide for the Remote Management of Ascom systems using the Ascom UPAC appliance

### Introduction

This document outlines the necessary steps and guidelines to configure the Ascom UPAC appliance for remote management. This feature allows system administrators remote access via a modem to Ascom systems without VPN provisions. This guide should be used in conjunction with the appropriate Ascom system configuration guide(s) and is intended for someone knowledgeable on the configuration of Ascom systems.

The steps, screen shots, and command line syntax depicted throughout this document are based upon Ascom UPAC appliance software version 2.00 and the Ascom Remote Management Client (RMC) version 1.10.

### Product Summary and Network Topology

Additional equipment required to implement Remote Management with the UPAC appliance

Product	Description
External modem 7006 1001 11	Modem for data connectivity to Ascom systems over an analog phone line.
Power Supply AWS1166	Power supply for UNITE network appliance hardware (12V, 4.5A).
DB25/RJ45 cable assembly	Cable and adapter assembly to connect the modem with the UPAC.

#### External equipment requirements

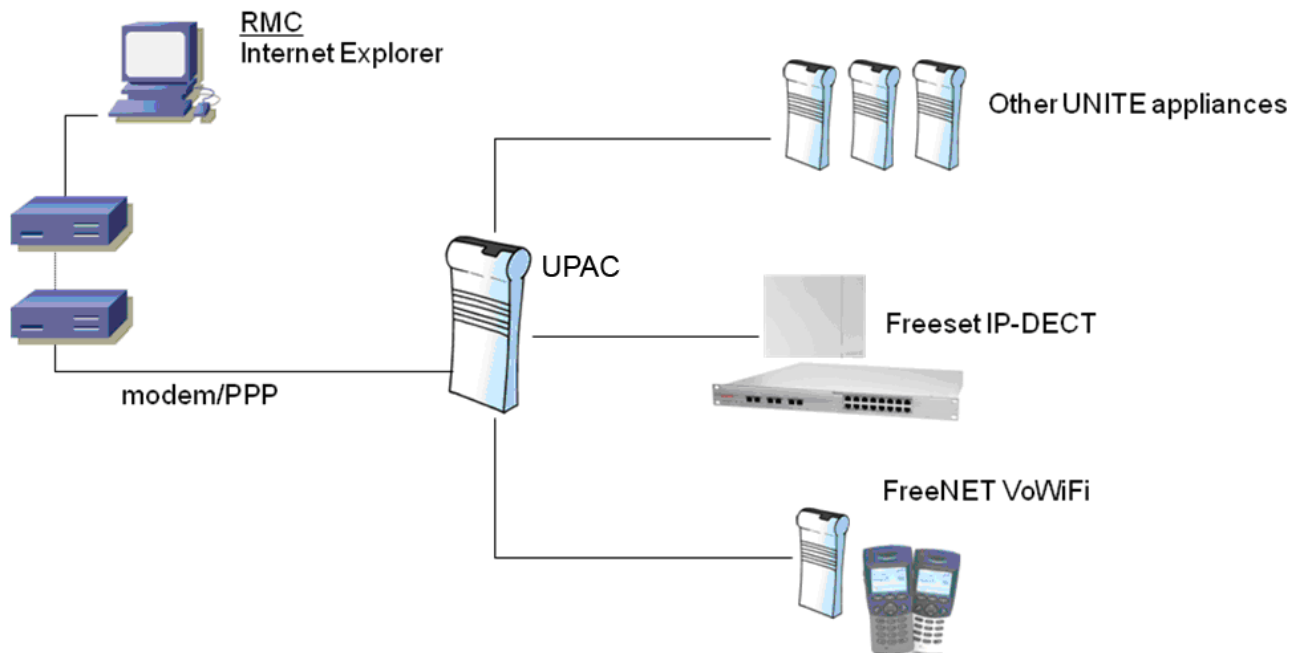
1. The external modem requires a single analog POTS line, supporting modem capabilities, that is able to receive phone calls from the PSTN.
2. The remote system administrator needs a PC, on which the Remote Management client will be installed, with a modem to establish connection with the external modem attached to the UPAC.
3. Make sure the PC, if it is connected to a network, does not have an IP address that is in the same subnet range as the UPAC you are trying to remote into. IF it does the PPP connection process will fail.

**Product:** Ascom UPAC appliance, Remote Management

**Purpose:** Configuration Guide for the Remote Management of Ascom systems using the Ascom UPAC appliance

**Date:** June 19, 2009

## Topology



**Product:** Ascom UPAC appliance, Remote Management

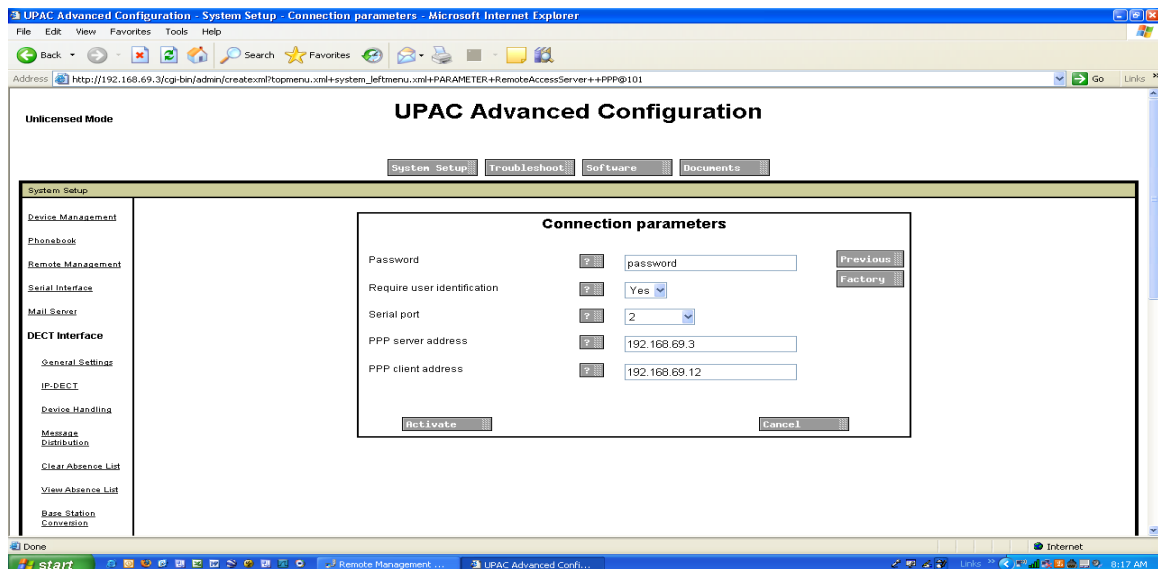
**Purpose:** Configuration Guide for the Remote Management of Ascom systems using the Ascom UPAC appliance

**Date:** June 19, 2009

## UPAC Configuration

The following steps outline the necessary configuration for the remote management service available on the UPAC. The steps assume that the UPAC is operational and accessible from a web browser.

1. Navigate to the UPAC administration interface (<http://xxx.xxx.xxx.xxx/admin>) and click on the Remote Management link.
2. Or, access the UPAC GUI (<http://xxx.xxx.xxx.xxx>), select Configuration, then select Other Settings, then select Advanced Configuration and click on the Remote Management link.
3. Click on the Edit link for *Remote connection*.
4. Set the required parameters and click Activate. See Figure 1 and the explanations below.



**Password** – can be set to anything you want, but must be the same as the password set in the Remote Management Client for this site.

**Require user identification** – Must be set to yes when using the recommended software levels.

**Serial port** – Must be set to 2 on the UPAC.

**Product:** Ascom UPAC appliance, Remote Management

**Purpose:** Configuration Guide for the Remote Management of Ascom systems using the Ascom UPAC appliance

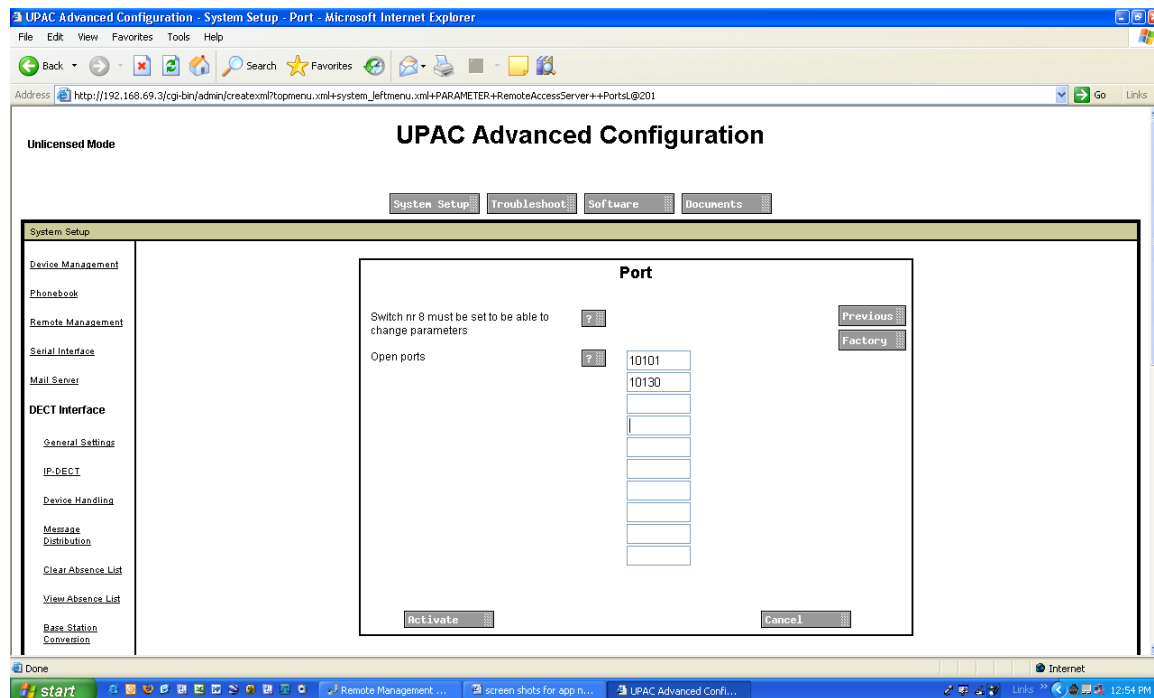
**Date:** June 19, 2009

**PPP server address** – set to the fixed IP address of the UPAC.

**PPP client address** – Set to an unused IP address in the subnet the UPAC is connected to.

5. If there are ports, other than port 80 (HTTP) that should be accessible to remote clients, then click on the Remote Management | Edit link for Open ports and add the necessary ports. Port 10130 must be added to allow use of the Activity Logger over the Remote Management Client.

*(Follow the instructions to set switch 3, position 8 to on when adding additional ports. Set the switch back to off after the additional ports are added.)*



**Product:** Ascom UPAC appliance, Remote Management

**Purpose:** Configuration Guide for the Remote Management of Ascom systems using the Ascom UPAC appliance

**Date:** June 19, 2009

## Modem Configuration

The external modem ordered from Ascom must be physically connected to serial port 2 on the UPAC using the cable and DB25/RJ45 adapter ordered from Ascom.

The modem shall also be physically connected to an analog POTS line that is accessible from the PSTN.

The default modem settings (listed below) are suitable for this solution. Ensure that the modem is operational and online. (*The command AT&V will show the settings.*)

### Default modem settings

Option	Selection	AT Cmd
Comm Standard	CCITT	B
CommandCharEcho	Enabled	E
Speaker Volume	Medium	L
Speaker Control	OnUntilCarrier	M
Handshake Speed	Fall Back Ena	N
Result Codes	Enabled	Q
Dialer Type	Tone	T/P
ResultCode Form	Text	V
ExtendResultCode	Enabled	X
DialTone Detect	Enabled	X
BusyTone Detect	Enabled	X
CDC Action	Standard RS232	&C
DTR Action	Standard RS232	&D
V22b Guard Tone	Disabled	&G
Flow Control	Hardware	&K
DSR Control	DSR High	&S
Break Control	\K5	\K
Error Control Mode	V42,MNP,Buffer	\N
Data Compression	V44 V42bis MNP5	%C
DTR Dialing	Off	\$D
Eleven Bit	Off	\$EB
Parity Bit	Even	#P
AutoAnswerRing#	1	S0
AT Escape Char	43	S2
CarriageReturn Char	13	S3
Linefeed Char	10	S4
Backspace Char	8	S5
Blind Dial Pause	3 sec	S6
NoAnswer Timeout	65 sec	S7
"," Pause Time	2 sec	S8

**Product:** Ascom UPAC appliance, Remote Management

**Purpose:** Configuration Guide for the Remote Management of Ascom systems using the Ascom UPAC appliance

**Date:** June 19, 2009

Remote Config Char	37	S9
No Carrier Disc	2000 msec	S10
DTMF Dial Speed	100 msec	S11
Escape GuardTime	1000 msec	S12
Data Calling Tone	Enabled	S35
Line Rate	33600	S37
Callback Security	Disabled	#CBS
Callback Delay	15 sec	#CBD
Callback Parity	None/Space	#CBP
Callback Inactivity	20 min	#CBI
Callback Retries	4	#CBA
User Profile	Stored	&W
\$SB Setting	57600 bps	\$SB
Xon/Xoff Pacing	Pacing On	&E12/13
Leased HS Mode	PSTN HS	\$LL

#### Stored Phone Numbers

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&Z0=

&Z1=

&Z2=

**Product:** Ascicom UPAC appliance, Remote Management

**Purpose:** Configuration Guide for the Remote Management of Ascicom systems using the Ascicom UPAC appliance

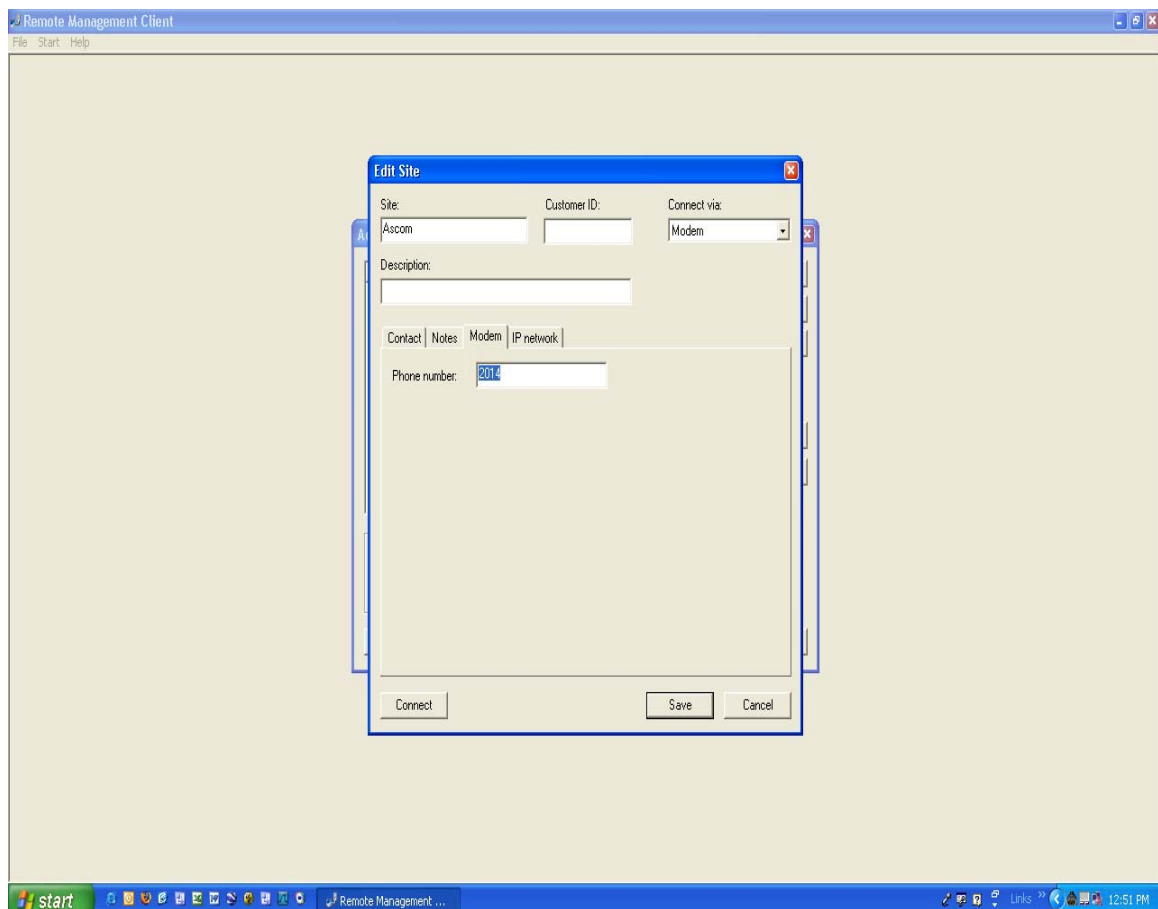
**Date:** June 19, 2009

## Remote Management Client Configuration

The following steps outline the necessary configuration for the Remote Management Client (RMC) application. The steps assume that the RMC has been properly installed on a PC which is running Windows XP or Windows 2000, and is operational.

1. With the RMC application open, click on File | Sites... and then the Add button.
2. Enter the name of the site and click OK.
3. Edit the site connection parameters, and set the following:
  - a. *Connect via* – select “Modem”
  - b. *Phone number* (on Modem tab) – Value shall be the phone number assigned to the modem attached to the ACS.

When complete, press the Save button.

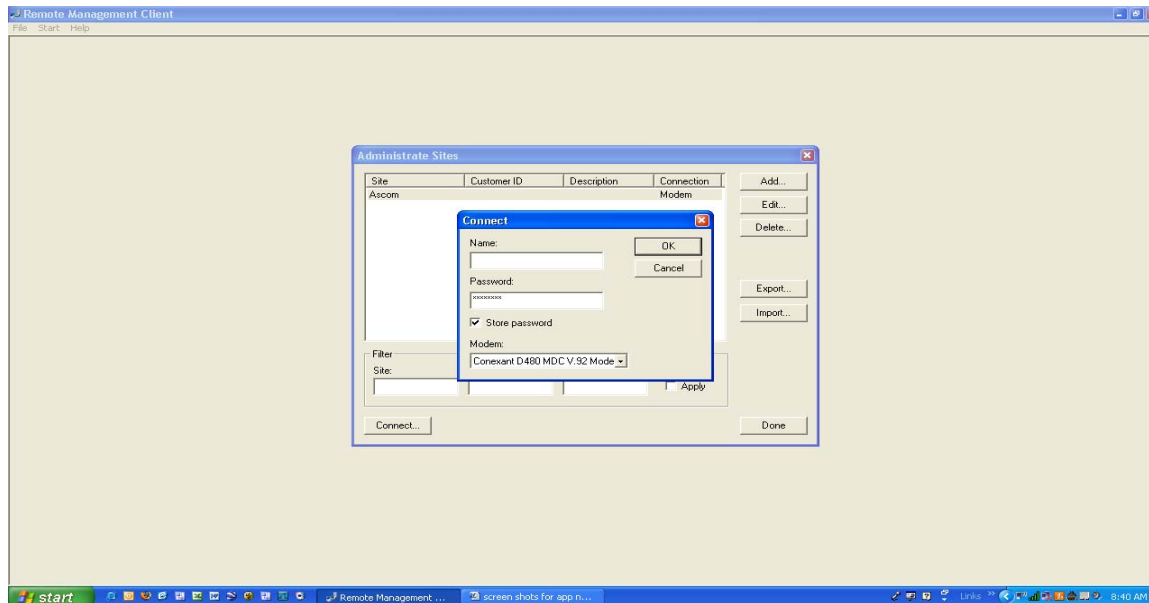


**Product:** Ascom UPAC appliance, Remote Management

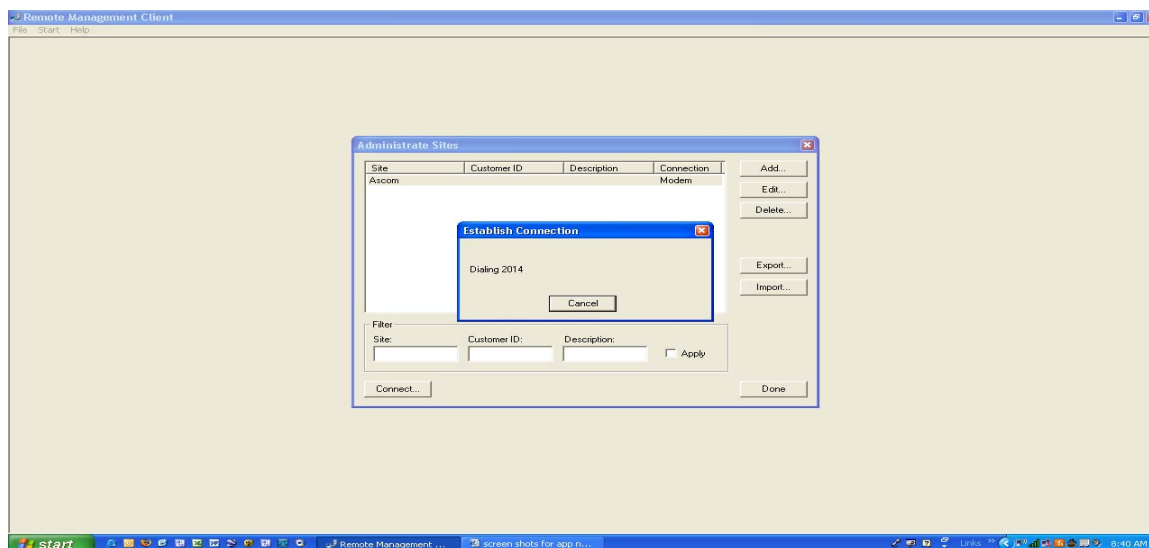
**Purpose:** Configuration Guide for the Remote Management of Ascom systems using the Ascom UPAC appliance

**Date:** June 19, 2009

4. When ready to establish a remote connection to a particular site, select the desired site and press the Connect... button. When prompted, enter the password for the site and make sure to select the correct modem. Then Press the OK button. (*The Name field is not required.*)



The next screen you will see is the dialing screen

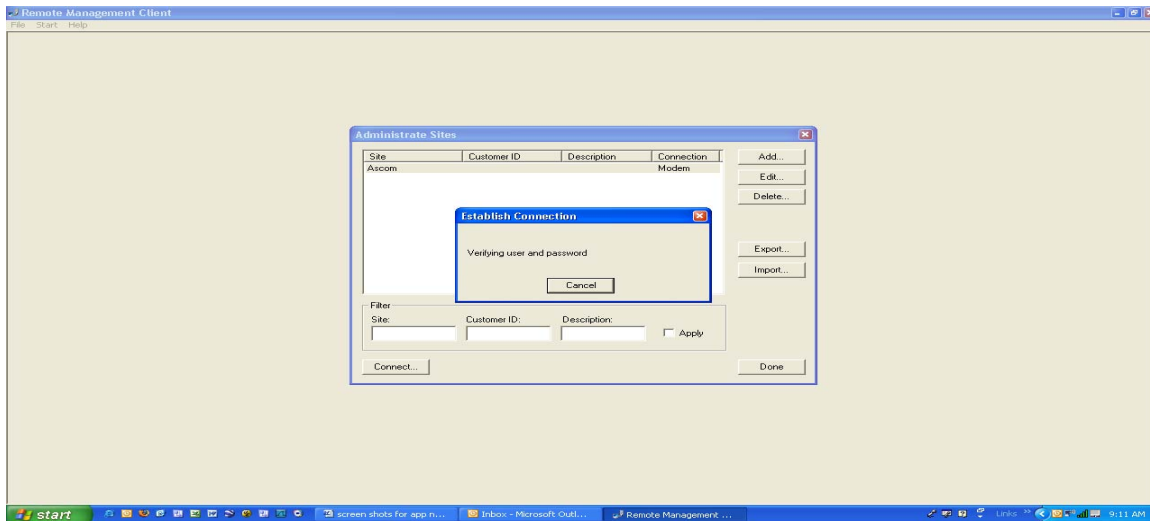


**Product:** Ascom UPAC appliance, Remote Management

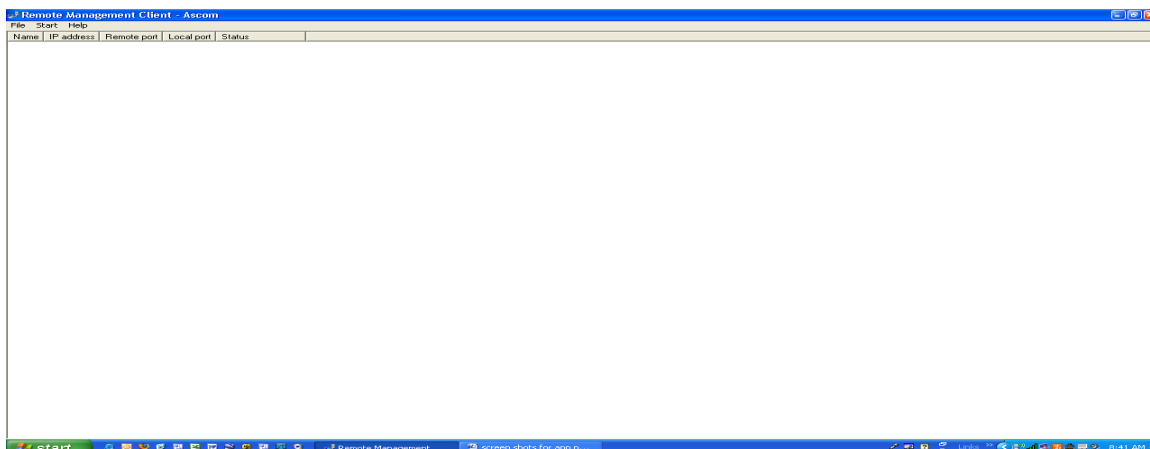
**Purpose:** Configuration Guide for the Remote Management of Ascom systems using the Ascom UPAC appliance

**Date:** June 19, 2009

The next screen you will see is the verifying name and password screen



5. When the connection is established, you will see the following screen and at that point the system administrator can open a web browser and access the web administration pages on any applicable Ascom system that has IP communication with the UPAC (IP-DECT Gateway, VoIP Gateway, etc.) – just as if they were locally connected to those systems.

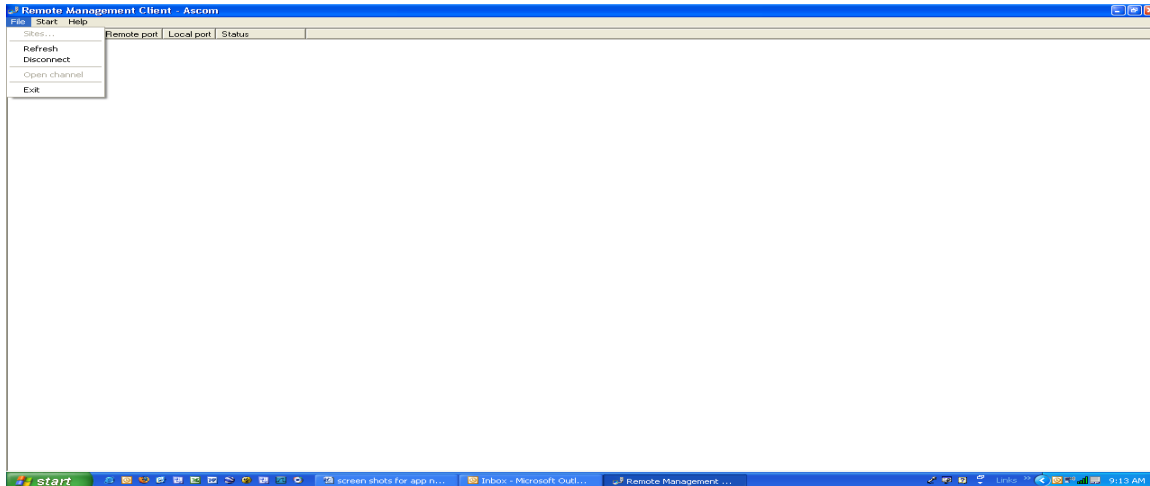


**Product:** Ascicom UPAC appliance, Remote Management

**Purpose:** Configuration Guide for the Remote Management of Ascicom systems using the Ascicom UPAC appliance

**Date:** June 19, 2009

6. To tear down (disconnect) the connection, close the Web browser screen and then select File – Disconnect from the Remote Management Client screen as shown below.



## Firefox Users

If you are using Firefox to talk to an Analog Gateway be aware that the communications is very slow. It typically takes up to 2 minutes and 30 seconds for each screen to load.

You may also see a message that says:

A script on the page may be busy, or it may have stopped responding. You can stop the script now or you can continue to see if the script will complete.

Stop script

Continue

Select continue so that the script completes.

## **Related Documents**

Installation Guide, ELISE2

TD 92232GB

Installation and Operation Manual, UPAC

TD 92483GB

Installation and Operation Manual, Remote Management Client

TD 92256GB

Function Description, Remote Management

TD 92257GB

**Product:** Ascom UPAC appliance, Remote Management

**Purpose:** Configuration Guide for the Remote Management of Ascom systems using the Ascom UPAC appliance

**Date:** June 19, 2009

## Additional Information

If you have any questions or need additional information, please contact Ascom Technical Assistance Center at 1-877-71-ASCOM, option 3.