

Application Note: SiteManager™ Web Proxy Relay for voice and WEB traffic



This document briefly guides you through the use of the Web Proxy Relay service.

The document consists of standard instructions that may not fit your particular solution. Please visit our support website for information that is not on the CD and for the latest revisions of documentation and firmware:
<http://www.secomea.com/Service-and-Support-85.aspx>

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Table of Contents

1. The Web Proxy Relay Service	3
1.1. Scope	3
1.2. Background knowledge required	3
2. Scenario A: VoIP	3
2.1. The scenario	3
2.2. Steps to establishing an IP-Phone connection:	4
3. Scenario B: Web for E-mail and downloads	5
3.1. The scenario	5
3.2. Steps to establishing a WEB connection for E-mail and download:	6
4. Notices	7

1. The Web Proxy Relay Service

The Web Proxy Relay Service is a function that allows devices connected to the SiteManager to access remote resources with the help of a web proxy located at the GateManager site. It is particularly useful if you (e.g. a field technician) are at a location where:

- your access to the Internet is limited to your connection to the GateManager and
- you need additional Internet access for e.g. VoIP or browsing the Internet to download a manual or check your e-mail.

Using the Web Proxy Relay Service, you can gain the Internet access you need through the GateManager. In one scenario (VoIP with a soft phone), the Web Proxy Relay Service can actually be used without there being a Web Proxy at the GateManager site.

1.1. Scope

This document describes how to get Internet access for your (A) IP Phone or (B) WEB browser using the Web Proxy Relay Service.

Pre-requisite: the SiteManager is already installed and has shown up on the GateManager.

1.2. Background knowledge required

To understand this document you need basic knowledge of TCP/IP, and you should be familiar with the basic principles of the Secomea GateManager framework.

2. Scenario A: VoIP

Exception:

A soft-phone like Skype uses HTTP CONNECT for establishing connections. This means that it does not need a Web Proxy at the GateManager Site; it is enough that GateManager has access to the Internet.

Important notice:

The WEB Proxy Relay will not be activated before the host appliance (SiteManager or SiteManager Soft) is attached to a Domain in GateManager.

2.1. The scenario

A technician is visiting a customer site and needs to call the Service people for help. What happens?

Pre-requisite: The GateManager Server has Internet access or at least access to a PBX.

1. He/she connects the IP-Phone to the SiteManager.
2. The Web Proxy Relay Service in the SiteManager relays the call to the GateManager.
3. The GateManager forwards the call to the Internet using the Web Proxy to the PBX.
4. The call is established.

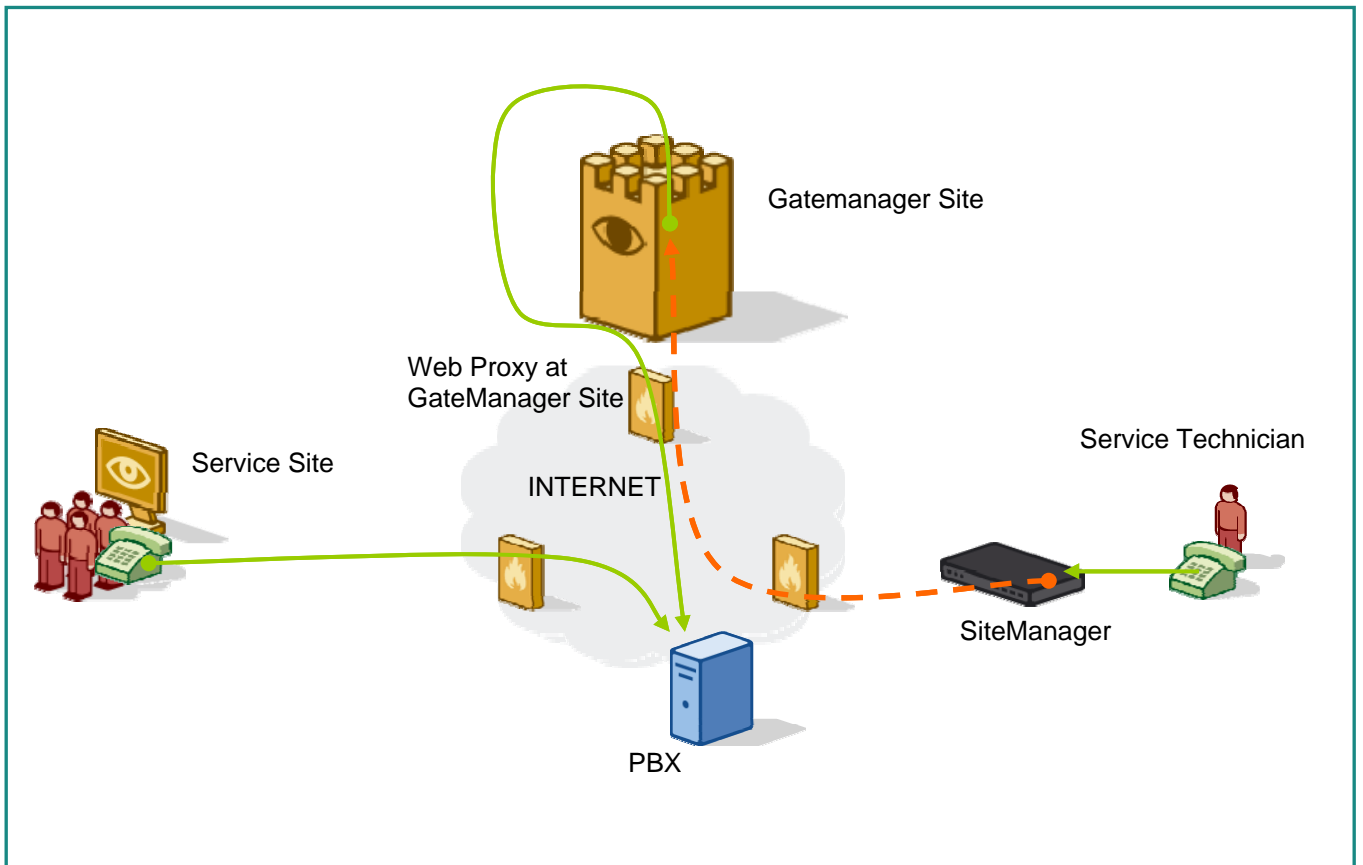


Figure 1 – Illustration of a network (example)

2.2. Steps to establishing an IP-Phone connection:

1. Launch the GateManager Console.
2. Locate the SiteManager and select Go To Appliance.
3. The WEB GUI of the SiteManager will appear.
4. On the SiteManager menu select: GateManager → Web Proxy.
5. Set the option Web Proxy Relay to Enabled. This makes the Web Proxy Relay service available.
6. Set the option Connect Forwarding to one of the following:
 - Via Remote Proxy – WEB Proxy is required
 - Direct no Auth – Used in cases like the Skype phone that perform direct connect.

The IP phone must be configured to use the SiteManager as WEB proxy. Some IP-Phones might auto-detect the Proxy by trying various configurations. If not, then the phone must be manually configured to use the SiteManager Appliance as WEB proxy.

Note: In this example the PBX is shown as located on the Internet (this would be the case with Skype). The PBX could also be located on the GateManager Site, it all depends on the implementation of the phone system, but the technique related to the SiteManager does not change.

3. Scenario B: Web for E-mail and downloads

Important notice:

The WEB Proxy Relay will not be activated before the host appliance (SiteManager or SiteManager soft) is attached to a Domain in GateManager.

3.1. The scenario

A technician in the field needs to browse the Internet to be able to read his/her company mail and download the latest manual for the Device he/she is working with.

Requirements: There is a web proxy on the network where the GateManager is located.

1. The Technician connects his/her PC to the SiteManager DEV1 interface.
2. The Internet Browser on the PC is set to use the SiteManager DEV1 interface as web proxy.
 - a. Ex. Microsoft Internet Explorer:
Tools → Internet Options → Connections → LAN Settings....
Select "Use a proxy server ..."
address = <SiteManager DEV1 IP-Address>
 - b. Ex. Firefox:
Tools → Options → General → Network...
Connection: Settings ...
Select Manual proxy configuration
HTTP Proxy = <SiteManager DEV1 IP-Address>
3. The web traffic will be sent from the PC to the SiteManager. Here it will be encapsulated and sent to the GateManager site. The traffic is decapsulated and sent to the Web Proxy at the GateManager site. This web proxy will handle the web or mail traffic from there.

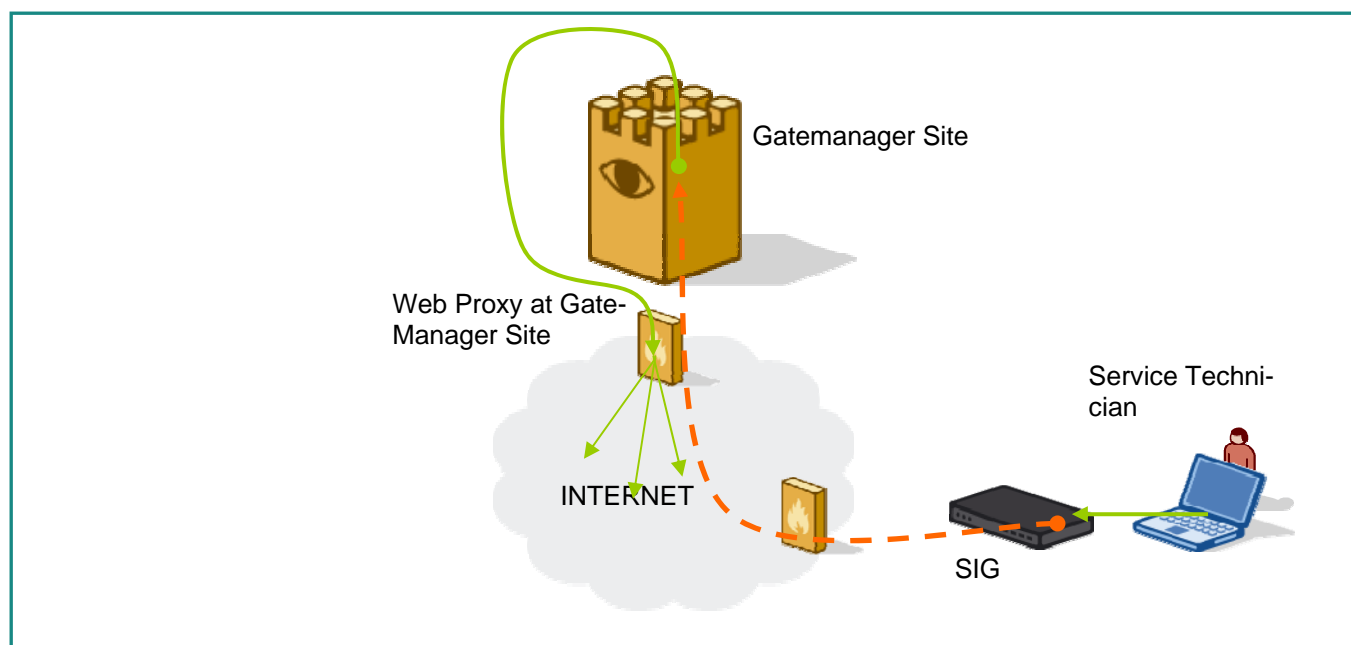


Figure 2 – Illustration of a network (example)

3.2. Steps to establishing a WEB connection for E-mail and download:

1. Launch the GateManager Console.
2. Locate the SiteManager and select Go To Appliance.
3. The WEB GUI of the SiteManager will appear.
4. On the SiteManager menu select: GateManager → Web Proxy.
5. Set the option Web Proxy Relay to Enabled. This makes the Web Proxy Relay service available.
6. In the field Remote Web proxy type in the IP address of the Web Proxy at the GateManager site.

Note: Any application that can be configured to use a web proxy will be able to use the SiteManager as web proxy. This is also the case if the technician is reading his/her mail using an email client such as Outlook Express. By default Outlook Express will use the settings from MS Internet Explorer (IE), so you do not need to make a separate setup for the web proxy on Outlook Express.

4. Notices

Publication and copyright

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