



## IP Address Worksheets

This chapter provides worksheets you can use to record IP addresses for the visible and private networks. You also need to define static routes for some of the nodes in the Unified ICM system.

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### Visible Network IP Address Requirements

The table titled **Visible Network IP Address Requirements** lists the IP address requirements for Unified ICM node connections to the visible network. The Unified ICM nodes are listed as duplexed pairs (for example, CallRouter A and CallRouter B). You may or may not have duplexed nodes in your configuration. Supply IP addresses only for the nodes you have in your configuration.

**Table 1: Visible Network IP Address Requirements**

| Node         | Location | Address Type       | IP Address |
|--------------|----------|--------------------|------------|
| CallRouter A |          | High Priority      |            |
|              |          | Low Priority       |            |
|              |          | Default IP Gateway |            |
|              |          | Netmask            |            |
| CallRouter B |          | High Priority      |            |
|              |          | Low Priority       |            |
|              |          | Default IP Gateway |            |
|              |          | Netmask            |            |
| Logger A     |          | Normal Data        |            |
|              |          | RAS 1              |            |

| Node                                   | Location | Address Type        | IP Address |
|--|----------|---------------------|------------|
|  |          | RAS 2               |            |
|  |          | Default IP Gateway1 |            |
|  |          | Netmask             |            |
| Logger B                               |          | Normal Data         |            |
|  |          | RAS 1               |            |
|  |          | RAS 2               |            |
|  |          | Default IP Gateway1 |            |
|  |          | Netmask             |            |
| Central Site IP Router                 |          | Normal data         |            |
| Remote Contact Center<br>Site IP Route |          | Normal data         |            |
| PG1A                                   |          | Normal Data         |            |
|  |          | RAS 1               |            |
|  |          | RAS 2               |            |
|  |          | Default IP Gateway1 |            |
|  |          | Netmask             |            |
| PG1B                                   |          | Normal Data         |            |
|  |          | RAS 1               |            |
|  |          | RAS 2               |            |
|  |          | Default IP Gateway1 |            |
|  |          | Netmask             |            |
| PG2A                                   |          | Normal Data         |            |
|  |          | RAS 1               |            |
|  |          | RAS 2               |            |
|  |          | Default IP Gateway1 |            |
|  |          | Netmask             |            |
| PG2B                                   |          | Normal Data         |            |
|  |          | RAS 1               |            |

| Node | Location | Address Type        | IP Address |
|------|----------|---------------------|------------|
|      |          | RAS 2               |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |
| PG3A |          | Normal Data         |            |
|      |          | RAS 1               |            |
|      |          | RAS 2               |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |
| PG3B |          | Normal Data         |            |
|      |          | RAS 1               |            |
|      |          | RAS 2               |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |
| AW1  |          | Normal Data         |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |
| AW2  |          | Normal Data         |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |

## Private Network IP Address Requirements

The table titled **Private Network IP Address Requirements** lists the IP address requirements for Unified ICM node connections to the private network. The Unified ICM nodes are listed as duplexed pairs (for example, CallRouter A and CallRouter B). You may or may not have duplexed nodes in your configuration. You need to supply IP addresses only for the nodes you have in your configuration.

**Table 2: Private Network IP Address Requirements**

| Node         | Location | Address Type  | IP Address |
|--------------|----------|---------------|------------|
| CallRouter A |          | High Priority |            |
|              |          | Low Priority  |            |

| Node                                    | Location | Address Type        | IP Address |
|---|----------|---------------------|------------|
|   |          | Default IP Gateway  |            |
|   |          | Netmask             |            |
| CallRouter B                            |          | High Priority       |            |
|   |          | Low Priority        |            |
|   |          | Default IP Gateway  |            |
|   |          | Netmask             |            |
| Logger A                                |          | Normal Data         |            |
|   |          | RAS 1               |            |
|   |          | RAS 2               |            |
|   |          | Default IP Gateway1 |            |
|   |          | Netmask             |            |
|   |          | Modem Tel. Number   |            |
| Logger B                                |          | Normal Data         |            |
|   |          | RAS 1               |            |
|   |          | RAS 2               |            |
|   |          | Default IP Gateway1 |            |
|   |          | Netmask             |            |
|   |          | Modem Tel. Number   |            |
| Central Site IP Router                  |          | Normal Data         |            |
| Remote Contact Center<br>Site IP Router |          | Normal Data         |            |
| PG1A                                    |          | Normal Data         |            |
|   |          | RAS 1               |            |
|   |          | RAS 2               |            |
|   |          | Default IP Gateway1 |            |
|   |          | Netmask             |            |
|   |          | Modem Tel. Number   |            |
| PG1B                                    |          | Normal Data         |            |

| Node | Location | Address Type        | IP Address |
|------|----------|---------------------|------------|
|      |          | RAS 1               |            |
|      |          | RAS 2               |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |
|      |          | Modem Tel. Number   |            |
| PG2A |          | Normal Data         |            |
|      |          | RAS 1               |            |
|      |          | RAS 2               |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |
|      |          | Modem Tel. Number   |            |
| PG2B |          | Normal Data         |            |
|      |          | RAS 1               |            |
|      |          | RAS 2               |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |
|      |          | Modem Tel. Number   |            |
| PG3A |          | Normal Data         |            |
|      |          | RAS 1               |            |
|      |          | RAS 2               |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |
|      |          | Modem Tel. Number   |            |
| PG3B |          | Normal Data         |            |
|      |          | RAS 1               |            |
|      |          | RAS 2               |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |

| Node | Location | Address Type        | IP Address |
|------|----------|---------------------|------------|
|      |          | Modem Tel. Number   |            |
| AW 1 |          | Normal Data         |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |
| AW 2 |          | Modem Tel. Number   |            |
|      |          | Normal Data         |            |
|      |          | Default IP Gateway1 |            |
|      |          | Netmask             |            |

## Signaling Access Network IP requirements

The table titled **Signaling Access Network IP Requirements** lists the IP address requirements for Unified ICM node connections to the Signaling Access Network. The Unified ICM nodes are listed as duplexed pairs (for example, CallRouter A and CallRouter B). You may or may not have duplexed nodes in your configuration. You need to supply IP addresses only for the nodes you have in your configuration

*Table 3: Signaling Access Network IP Requirements*

| Node               | Location | Address Type | IP Address |
|--------------------|----------|--------------|------------|
| CallRouter A       |          | Normal data  |            |
| CallRouter B       |          | Normal data  |            |
| Network Gateway 1A |          | Normal data  |            |
| Network Gateway 1B |          | Normal data  |            |

## Static Route Requirements

The IP routers used in the Unified ICM networks must have static routes defined in order to provide the necessary connectivity between the visible LAN at the central site and the visible LANs at remote contact center sites. The static route ensures that the IP router can forward traffic from the central site to the remote site. In addition, CallRouters and Loggers must have a static route defined for the remote private LAN. This static route ensures that private network traffic is segregated from visible network traffic.

You must define all the static routes required in your configuration. However, you cannot define these static routes until you have assigned all Unified ICM nodes IP addresses.

Table 4: Static Route Requirements

| Node   | Network | Static Route   |
|--|---------|--|
| Central Site Visible Network IP Router—Side A and Side B | Visible | Define one static route for the visible LAN at each remote contact center site and each administrator site. If the central sites are geographically separated, add another static route for the other central site.  |
| Central Site Private Network IP Router—Side A and Side B | Private | Define one static route for the private LAN at the other central site.   |
| CallRouter—Side A and Side B                             | Private | If the sides of the central controller are geographically separated, define one static route for the subnet address of the private LAN on the other side of the central controller.  |
| Logger—Side A and Side B                                 | Private | If the sides of the central controller are geographically separated, define one static route for the subnet address of the private LAN on the other side of the central controller.  |
| PG (all PGs)   | Visible | One of the two IP routers at a contact center is targeted as the default gateway for the PG. However, the PG needs IP connectivity to both sides of the central controller. Therefore, for each PG you must define a static route to the other IP router (that is, to the IP router that is not targeted as the PG's default gateway IP router). |
| Remote Contact Center IP Routers                         | Visible | For each IP router, define a static route to one side of the central controller (to the central site visible network IP router).   |
| Admin Site IP Routers                                    | Visible | For each Admin Site IP router, define a static route to one side of the central controller (to the central site visible network IP router).  |

