

Switchvox SMB 4.6

for your peace of mind

- **Software update available to customers & Trial ISO available**
 - Target date: Wednesday September 15

- **Customer email**
 - Two weeks after the Update is available
 - Offers a link to a customer presentation (Brainspark)
 - Explains that the administrator can update Switchvox using the Switchvox Admin tools: Machine Admin > Updates

- **The focus: to protect Switchvox, and make administration easier.**
 - Automatic IP-blocking.
 - Enforcement of strong passwords.
 - Switchvox tech support access that is secure, yet simple.
 - Separate Download and Apply options for the Updates process.
 - Segmented Backup files.

- **SKUs and Pricing**
 - There are no changes to SKUs or pricing.
 - This update is freely available to all Switchvox SMB customers with active subscriptions.

- **Switchvox SOHO**
 - There is no update for the SOHO edition at this time.

- **Automatically block IP addresses from using Switchvox**
 - Switchvox automatically blocks an IP if it is attempting to log in or register a phone with a bad username and password.
- **Never block IPs in an Access Control Rule**
 - You can set an ACR so that the network is never blocked (for example, by default your local network is never blocked).

Add Access Control Rule

Rule Name:

Network:

New Never Block IPs

Allowed Services:

- Web Admin Portal
- Web User Portal
- Admin API
- User API
- Printing

Never Block IPs

- IMP
- XMPP Server (Jabber)
- XMPP Client (Jabber)
- SIP
- IAX
- NTP
- SNMP

- **Easily allow access again for a blocked IP**
 - Simply click ‘Unblock’ to remove a block and allow access again.

2 Blocked IPs

 **Edit IP Blocking Options** Search:

Blocked IPs (1 to 1) of 1

IP/Netblock	Credentials	Service Blocked	Reason	Date Blocked ▲	Actions
10.10.3.208	101	https (80,443)	Failed web user login 5 times	08/04/2010 01:37 PM	View Details Unblock

- **You control the automatic blocking**
 - You can set the number of allowed attempts before an IP is locked out, or blocked.
 - You can block a network range (/24, up to 256 IPs) if several IPs are attempting to reach Switchvox with a bad username/password.
 - Administered from Machine Admin > Access Control.

Edit IP Blocking Options

Web Suite and API Logins:

1. Login attempts before lock out:
2. Login attempts before IP block:
3. Number of blocked IPs from same netblock to trigger entire netblock block:

SIP Registration:

1. Registration attempts before IP block:
2. Number of blocked IPs from same netblock to trigger entire netblock block:

General:

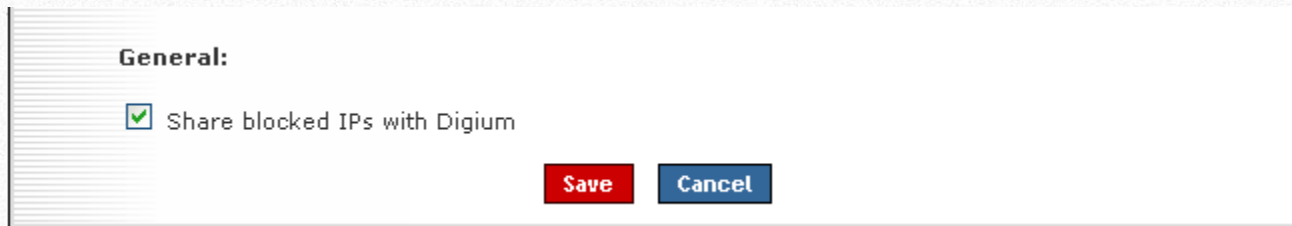
Share blocked IPs with Digium

■ Locked out vs. Blocked

- A 'locked out' IP cannot enter a username or password into the Web Suite login (but can display the page).
- A 'blocked' IP is not allowed to reach Switchvox at all.

■ Share blocked IPs with Digium

- You can choose to send Digium the IPs that have been automatically blocked. That will help us build a repository of IPs that may be causing trouble, and identify trends.






General:

Share blocked IPs with Digium

Save Cancel

- **You control the automatic blocking** (cont)
 - You can search for an IP address, extension number, or administrator's login to find a particular block.
 - You can view the details of the block, to see when the attempts were made and what happened.
 - You can remove all blocks on the local network using a Basic Server Function, if you have physical access to the Switchvox Appliance.

- **See which extensions have weak passwords**
 - The extensions list offers a warning for extensions that have ‘weak’ or ‘very weak’ passwords.
 -  The phone registration and extension passwords are weak.
 -  The extension password is weak.
 -  The phone registration password is weak.

- **Require strong passwords for extensions and phones**
 - You can require that extension-owners create a strong password when they are changing their password.
 - You can require that extensions are given a strong phone-registration password when the password changes. If you use Phone Feature Packs, Switchvox automatically creates strong passwords for you.
 - These are ON by default, which is a change in experience for an updated Switchvox. If you do not want strong passwords to be required, you can uncheck these boxes.

- **Require strong passwords immediately**
 - If you require strong passwords, you can require that *all* extension-owners change their password if it is not already strong. (They cannot save changes in the Web Suite until the password is strong.)


Extension Length digits

Beep after an assisted transfer

Require strong extension passwords

Require all extension-owners to change their password if it is not already strong

Require strong phone-registration passwords

 Note: Phone Feature Packs automatically create very strong phone-registration passwords

[Save Extension Settings](#)

■ What is a strong extension password?

- At least 6 numbers, no more than 2 of the same number in a row (e.g., 111), and no sequences (e.g., 123). Also, it does not contain the extension.
- Example: 824751

■ What is a strong phone-registration password?

- At least 6 characters, one of each character type (uppercase letter, lowercase letter, number, symbol), no sequences (abc, 123), no more than 2 of the same character type in a row, and 2 symbols. If you do not want to use symbols, you can just make the password longer.
- Example: m!2T^1

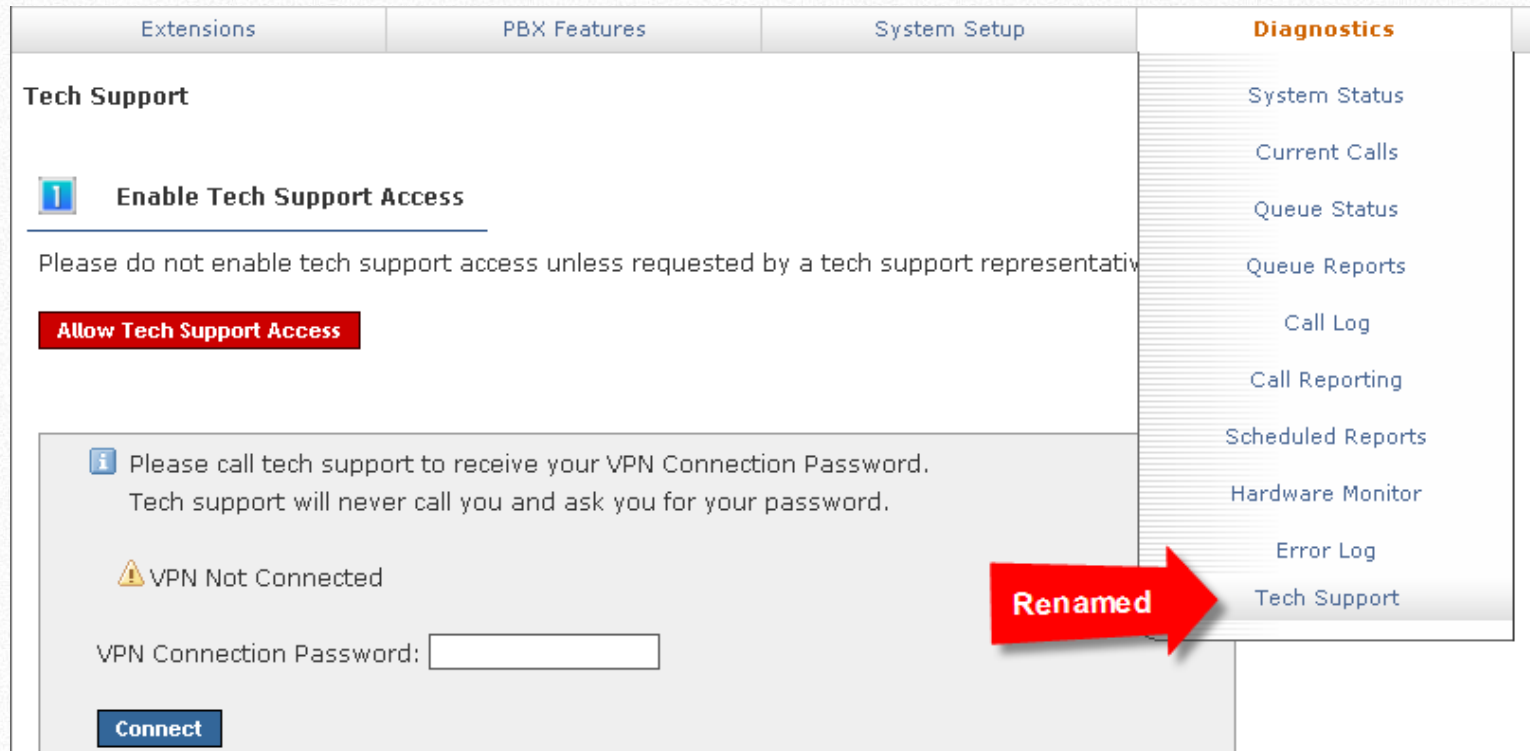
■ Password indicators help you create a strong password

- As you type, the indicators shows you how you are doing:



■ Allow Switchvox tech support access

- You can enter a password to create a temporary VPN connection with Digium, so that we can help you quickly and securely.
- You don't need to change your firewall to allow access.



The screenshot displays the Digium web interface. At the top, there are navigation tabs: "Extensions", "PBX Features", "System Setup", and "Diagnostics". The "Diagnostics" tab is active, showing a sidebar menu with the following items: "System Status", "Current Calls", "Queue Status", "Queue Reports", "Call Log", "Call Reporting", "Scheduled Reports", "Hardware Monitor", "Error Log", and "Tech Support".

The main content area is titled "Tech Support" and contains a section "1 Enable Tech Support Access". Below this, there is a warning message: "Please do not enable tech support access unless requested by a tech support representative". A red button labeled "Allow Tech Support Access" is visible.

Below the button, there is an information icon and text: "Please call tech support to receive your VPN Connection Password. Tech support will never call you and ask you for your password." Below this is a warning icon and text: "⚠️ VPN Not Connected". There is a text input field for "VPN Connection Password:" and a "Connect" button.

A red arrow points from the "Tech Support" item in the sidebar menu to the "Allow Tech Support Access" button, with the word "Renamed" written in white on the arrow.

- **Allow Switchvox tech support access (cont)**
 - A secure, mutual-authentication connection is established between Digium and your Switchvox.
 - You must purposefully allow the access, by entering the password that a tech support representative gives you.
 - You can easily close the connection when your issue is resolved.

- **You should only do this on our request**
 - We won't call you to enable this access or share passwords.
 - Only use Tech Support Access if you call Switchvox tech support and we ask you to do so.

- **Download a software update before applying it**
 - You can download the update and then apply it at any time, or you can download and apply at the same time.
 - A progress-indicator lets you know how the download is doing.
 - Once you apply an update, all previously downloaded update-files are removed.



- **This is available *after* you update to 4.6**
 - You won't be able to download and apply 4.6 as separate actions. But, once you are running version 4.6, you will be able to do that with the next update.

- **Backups over 2GBs are segmented**

- If your backup will be larger than 2GBs, Switchvox automatically segments it into multiple files. You can easily upload a multi-file backup using its 'meta' file.
- A progress-indicator lets you know how the download is doing.

If your backup is contained on multiple files, please upload the meta file below, otherwise upload a single backup file.

Backup File:

Upload and Restore Backup

- **Backups no longer include Call Recordings**

- Call Recordings have their own settings that let you automatically save the files to an FTP server.

- **Wait Duration for a PRI Bearer channel**
 - This forces the system to wait a number of seconds before answering a call, allowing time to receive all of the call data (such as caller ID). The default is 1, but an updated Switchvox will be set to 0, so that the experience does not change.

- **Disable echo cancellation on the hardware**
 - You can disable the hardware's echo cancellation so that all echo cancellation is handled by the software.
 - The default is Enabled.
 - Administered in System Setup > Hardware Setup.

- **Issues Resolved**
 - The 4.6 update also includes a number of issues that have been resolved. Please see the Release Notes for more information.

Thank you for your time

We hope that Switchvox SMB 4.6 offers you some peace of mind, and makes it easier for you to manage Switchvox.