Security Registration

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1. Introduction

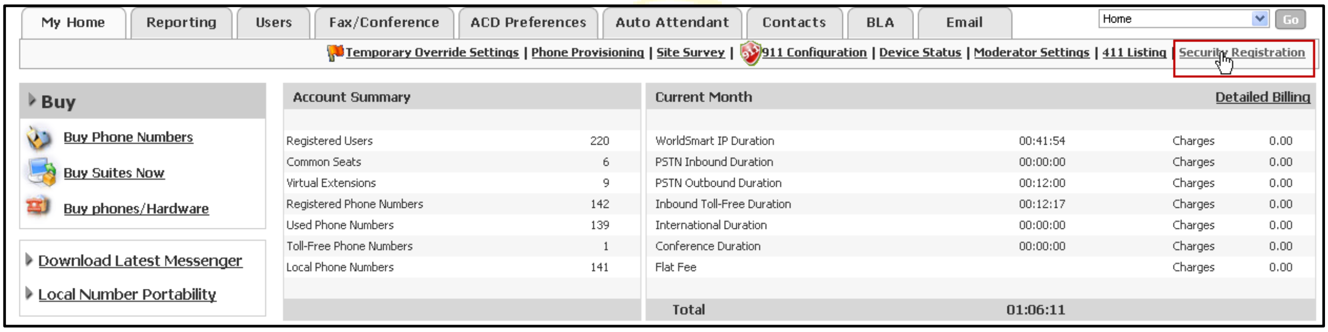
This document discusses tools and functionality related to our recent security enhancements. To use an IP phone, desktop/notebook workstation, smart phone, or tablet, the device must be authorized. User device authorization can be performed by 1) following instructions sent to each of the end users when the device is first used OR 2) by either the account administrator or partner by using the administration dashboard as discussed below.

2. Security Registration

Security Registration is a new area in the "My Home" section of the administration dashboard which allows administrators or partners to view and manage all trusted, pending, authorized or blocked user IP phones and client devices.

With the recent introduction of new WorldSmart security enhancements, instructions on how to authenticate a device are sent via email to the end-user. Using the administration dashboard, an account administrator may now also authorize any IP phone, workstation or other supported device.

Use the **Security** Registration link to access **IP Phone Registration** and **Desktop/Tablet/Smartphone Registration**.


My Home
Reporting
Users
Fax/Conference
ACD Preferences
Auto Attendant
Contacts
BLA
Email
Home
Go
Temporary Override Settings | Phone Provisioning | Site Survey | 911 Configuration | Device Status | Moderator Settings | 411 Listing | Security Registration
Buy
Buy Phone Numbers
Buy Suites Now
Buy phones/Hardware
Download Latest Messenger
Local Number Portability
Detailed Billing

Account Summary	
Registered Users	220
Common Seats	6
Virtual Extensions	9
Registered Phone Numbers	142
Used Phone Numbers	139
Toll-Free Phone Numbers	1
Local Phone Numbers	141

Current Month			
WorldSmart IP Duration	00:41:54	Charges	0.00
PSTN Inbound Duration	00:00:00	Charges	0.00
PSTN Outbound Duration	00:12:00	Charges	0.00
Inbound Toll-Free Duration	00:12:17	Charges	0.00
International Duration	00:00:00	Charges	0.00
Conference Duration	00:00:00	Charges	0.00
Flat Fee		Charges	0.00
Total	01:06:11		

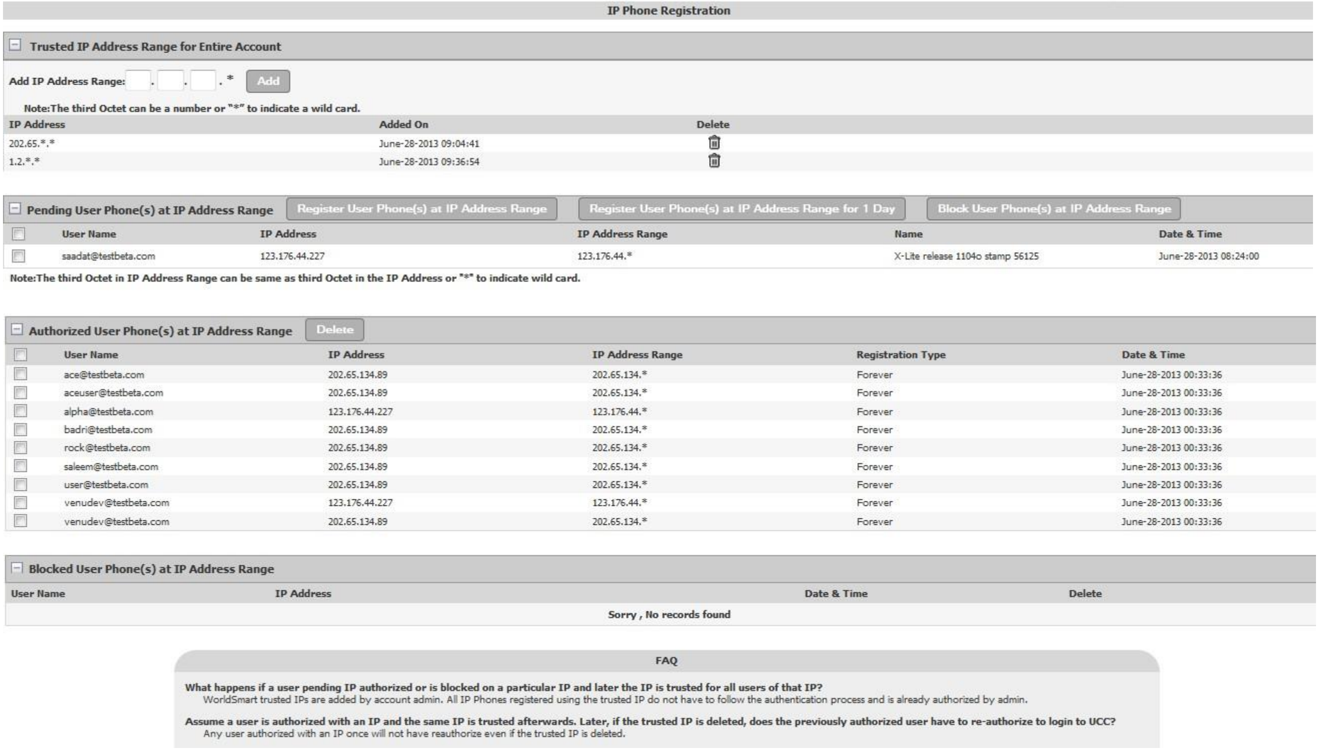
2.1 IP Phone Registration

Click **IP Phone Registration** to view **Trusted IP Address Range for Entire Account, Pending, Authorized and Blocked IP Phone**s.

- **Trusted IP Address Ranges for Entire Account** are WorldSmart trusted IP address ranges that are added by the account administrator. All user IP phones that attempt to register with an IP address that is within the trusted IP range will not be required to perform the 2 phase authorization process and will automatically register. The account administrator can add one or more trusted IP address ranges or delete an existing trusted IP address range. The system allows wildcards to be used for the last two IP address octets. This is helpful in situations where IP addresses change dynamically.

Security Registration

- **Pending User Phone(s) at IP Address Range** are IP phones awaiting authorization (for a specific user). Any or all can be authorized by selecting and choosing the button **Register User Phone(s) at IP Address Range**. Phones with multiple line appearances (MLA) will list multiple pending requests for each user (line).
- **Authorized User Phone(s) at IP Address Range** lists IP phones previously authorized by the end- user or administrator. If an authorized user IP phone is deleted, the user will have to be re-authorized before subsequent use on a device.
- **Blocked User Phone(s) at IP Address Range** lists the IP phones blocked by either the end-user or administrator. A blocked user IP phone entry must be removed before it can be re-authorized.



IP Phone Registration

⊟ Trusted IP Address Range for Entire Account

Add IP Address Range: [ ] . [ ] . [ ] . *

Note:The third Octet can be a number or "*" to indicate a wild card.

IP Address	Added On	Delete
202.65.*.*	June-28-2013 09:04:41	🗑
1.2.*.*	June-28-2013 09:36:54	🗑

⊟ Pending User Phone(s) at IP Address Range

Register User Phone(s) at IP Address Range
Register User Phone(s) at IP Address Range for 1 Day
Block User Phone(s) at IP Address Range

□	User Name	IP Address	IP Address Range	Name	Date & Time
□	saadat@testbeta.com	123.176.44.227	123.176.44.*	X-Lite release 1104o stamp 56125	June-28-2013 08:24:00

Note:The third Octet in IP Address Range can be same as third Octet in the IP Address or "*" to indicate wild card.

⊟ Authorized User Phone(s) at IP Address Range

□	User Name	IP Address	IP Address Range	Registration Type	Date & Time
□	ace@testbeta.com	202.65.134.89	202.65.134.*	Forever	June-28-2013 00:33:36
□	aceuser@testbeta.com	202.65.134.89	202.65.134.*	Forever	June-28-2013 00:33:36
□	alpha@testbeta.com	123.176.44.227	123.176.44.*	Forever	June-28-2013 00:33:36
□	badri@testbeta.com	202.65.134.89	202.65.134.*	Forever	June-28-2013 00:33:36
□	rock@testbeta.com	202.65.134.89	202.65.134.*	Forever	June-28-2013 00:33:36
□	saleem@testbeta.com	202.65.134.89	202.65.134.*	Forever	June-28-2013 00:33:36
□	user@testbeta.com	202.65.134.89	202.65.134.*	Forever	June-28-2013 00:33:36
□	venudev@testbeta.com	123.176.44.227	123.176.44.*	Forever	June-28-2013 00:33:36
□	venudev@testbeta.com	202.65.134.89	202.65.134.*	Forever	June-28-2013 00:33:36

⊟ Blocked User Phone(s) at IP Address Range

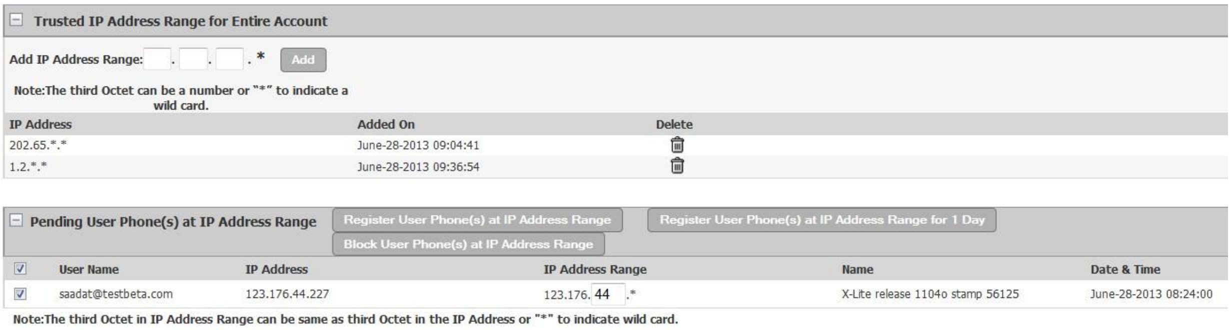
User Name	IP Address	Date & Time	Delete
Sorry , No records found			

FAQ

What happens if a user pending IP authorized or is blocked on a particular IP and later the IP is trusted for all users of that IP?
WorldSmart trusted IPs are added by account admin. All IP Phones registered using the trusted IP do not have to follow the authentication process and is already authorized by admin.

Assume a user is authorized with an IP and the same IP is trusted afterwards. Later, if the trusted IP is deleted, does the previously authorized user have to re-authorize to login to UCC?
Any user authorized with an IP once will not have reauthorize even if the trusted IP is deleted.

To add a trusted IP Address Range, enter the IP address range in the fields next to **Add IP Address Range** and click **Add**. The IP address range will be added and subsequently listed in **Trusted IP Address Range for Entire Account.** The **Added On** column displays the date on which the IP address range was trusted.



⊟ Trusted IP Address Range for Entire Account

Add IP Address Range: ___ . ___ . ___ . *

Note:The third Octet can be a number or "*" to indicate a wild card.

IP Address	Added On	Delete
202.65.*.*	June-28-2013 09:04:41	🗑
1.2.*.*	June-28-2013 09:36:54	🗑

⊟ Pending User Phone(s) at IP Address Range

Register User Phone(s) at IP Address Range
Register User Phone(s) at IP Address Range for 1 Day
Block User Phone(s) at IP Address Range

☑	User Name	IP Address	IP Address Range	Name	Date & Time
☑	saadat@testbeta.com	123.176.44.227	123.176. 44 .*	X-Lite release 1104o stamp 56125	June-28-2013 08:24:00

Note:The third Octet in IP Address Range can be same as third Octet in the IP Address or "*" to indicate wild card.

The administrator can fill * or can leave the text box blank so that the last two octets become wildcards. The administrator can also wildcard the last two octets for any user. This option is only available for the users available in the Pending user phone(s) list.

Note: Any pending or blocked user IP phones within the new trusted IP address range will automatically be authorized. The administrative action takes precedence over all previous user or administrative actions.

To delete a trusted IP Address Range, Click the **Delete** 🗑 **icon** corresponding to the trusted IP address range.

Under **Pending User Phone(s) at IP Address Range**, select the checkbox corresponding to **User Name**, then:

- Click **Register User Phone(s) at IP Address** to authorize the user's IP phone at the specific IP address range. With this action, the user's IP phone from the specified IP address range is authorized indefinitely and will not require authorization in the future.
- Click **Register User Phone(s) at IP Address Range for 1 Day** to authorize the user's IP phone at the specific IP address range for 1 day. Once a user's IP phone is authorized at the specific IP address range, it is listed under **Authorized User Phone(s) at IP Address Range** with registration type **for 1 Day**.
- Click **Block User Phone(s) at IP Address Range** to block the selected user's IP phone at the specific IP address range. Once a user's IP phone at the specific IP address range is blocked, it is listed in **Blocked User Phone(s) at IP Address Range**. This action can be reverted by clicking the delete icon (🗑) corresponding to the user name and associated IP address range listed in **Blocked User Phone(s) at IP Address Range**.

Note*: Once action is taken by an administrator to register/block a user's IP phone at an IP address range, all previously-sent registration validation emails no longer apply*

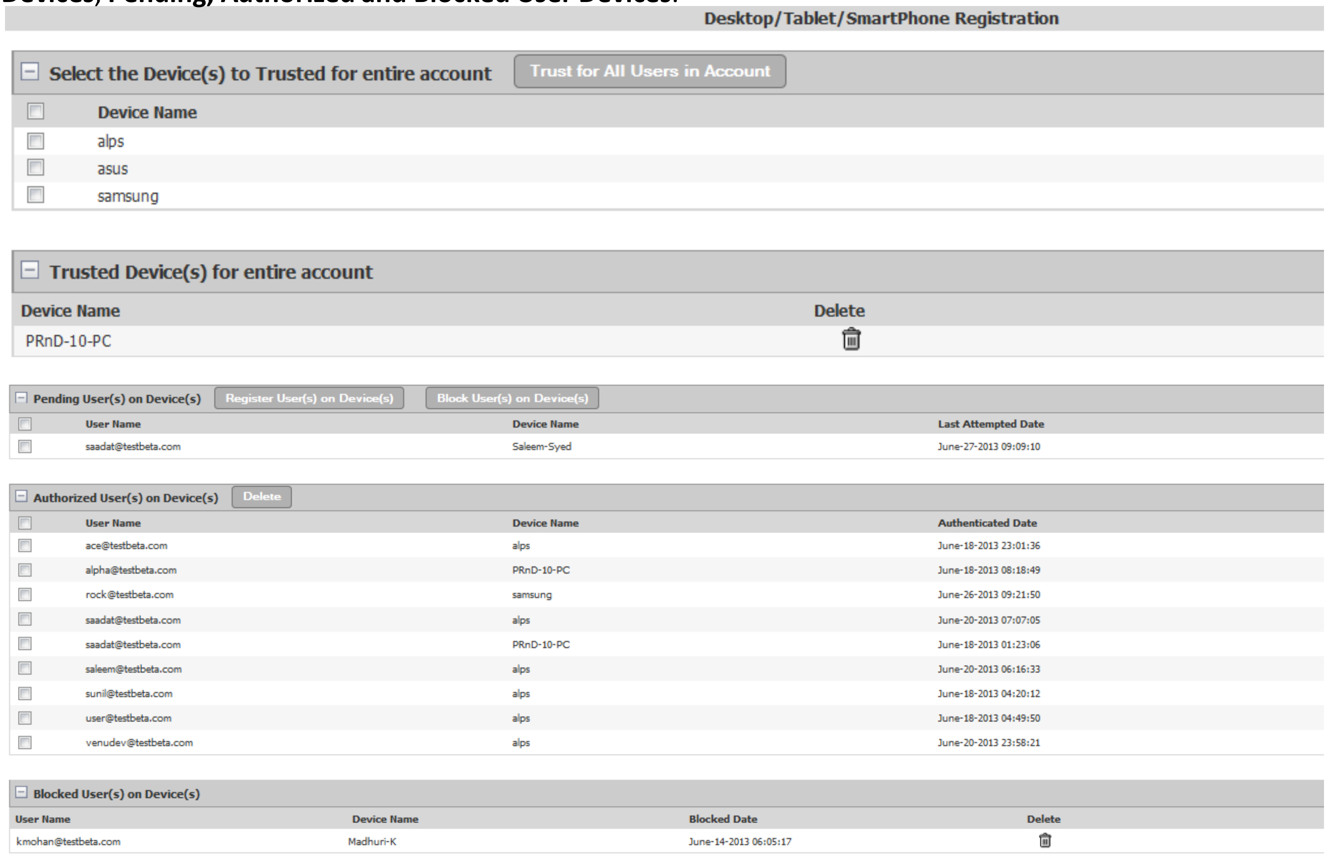
Under **Authorized User Phone(s) at IP Address Range**, select the checkbox corresponding to **User Name** and click **Delete** to remove the user's IP phone at IP address range from the valid registration table. This will require new registration authentication from the IP phone associated with the user.

Under **Blocked User Phone(s) at IP Address Range**, click delete 🗑 to allow the user to start the security registration process again for that IP Phone.

Note*: There is no option to unblock multiple IP addresses at a time.*

2.2 Desktop/Tablet/SmartPhone Registration

Click **Desktop/Tablet/SmartPhone Registration** to **Trust Devices for entire account**, view **Trusted Devices, Pending, Authorized and Blocked User Devices.**



Desktop/Tablet/SmartPhone Registration

⊟ Select the Device(s) to Trusted for entire account

Trust for All Users in Account

□	Device Name
□	alps
□	asus
□	samsung

⊟ Trusted Device(s) for entire account

Device Name	Delete
PRnD-10-PC	🗑

⊟ Pending User(s) on Device(s)

Register User(s) on Device(s)
Block User(s) on Device(s)

□	User Name	Device Name	Last Attempted Date
□	saadat@testbeta.com	Saleem-Syed	June-27-2013 09:09:10

⊟ Authorized User(s) on Device(s)

□	User Name	Device Name	Authenticated Date
□	ace@testbeta.com	alps	June-18-2013 23:01:36
□	alpha@testbeta.com	PRnD-10-PC	June-18-2013 08:18:49
□	rock@testbeta.com	samsung	June-26-2013 09:21:50
□	saadat@testbeta.com	alps	June-20-2013 07:07:05
□	saadat@testbeta.com	PRnD-10-PC	June-18-2013 01:23:06
□	saleem@testbeta.com	alps	June-20-2013 06:16:33
□	sunil@testbeta.com	alps	June-18-2013 04:20:12
□	user@testbeta.com	alps	June-18-2013 04:49:50
□	venudev@testbeta.com	alps	June-20-2013 23:58:21

⊟ Blocked User(s) on Device(s)

User Name	Device Name	Blocked Date	Delete
kmohan@testbeta.com	Madhuri-K	June-14-2013 06:05:17	🗑

- **Select the Device(s) to Trust for Entire Account** lists all unique devices for which at least one user in an account has been authorized to login to UCC. **Select the Devices to trust for Entire Account** lists all unique devices for an account. The administrator can select one or more device and click on Trust **for All users in Account** button. Once trusted, devices will be shown in **Trusted Devices for entire account** table. The administrator can add more devices to **Trusted Devices for entire account** by selecting the devices from top table.
- To delete a trusted device, click the **Delete** (🗑) icon corresponding to the device.
- **Pending User(s) on Devices** are those awaiting authorization.

- **Authorized User(s) on Device(s)** are the users authorized by user or administrator. **Authorized User(s) on Device(s)** can be deleted by the administrator. If an existing **Authorized User Devices** is deleted, the device must be re-authorized by the user or the administrator when subsequently displayed in **Pending User(s) on Devices** list.
- **Blocked User(s) on Device(s)** displays the blocked users on devices. A user blocked on a particular device cannot login to UCC using that device. The administrator can delete a blocked user on a device.

To trust a device for all users in account, select the device(s) and click **Trust for All Users in Account.** With this action, any unauthorized user of that account does not have to follow the authorization process and is already authorized for that device by the administrator.

Note: Any pending and blocked user devices with a new trusted device will be automatically authorized. Administrative actions take precedence over all previous user actions.

Under **Pending Users(s) on Device(s)**, select the checkbox corresponding to **User Name** and

- Click **Register User(s) on Device(s)** to authorize user access from a specific device. With this action, the user selected is authorized on the specific device indefinitely and will not be prompted for authorization in the future. All pending users are displayed with details such as **User Name**, **IP Address**, **Device Name** and **Last Attempted Date**. To authorize all users listed, select the checkbox in the header row and click **Register User(s) on Device(s)**. Once a user is authorized for a specific device, the user/device will be listed under **Authorized User(s) on Device(s)**.
- Click **Block User(s) on Device(s)** to block the device for that specific User.

Note*: All emails containing the registration verification code for device registration will no longer be valid after a change in status is made.*

Under **Authorized User(s) on Device(s)**, select the checkbox corresponding to the devices **User Name** and **Device Name**, followed by delete (🗑) to remove the authorized user on the specific device.

Under **Blocked User(s) on Device(s)**, click delete (🗑) to unblock the user on the specific device. After performing this action, the user can try to register on the specific device once again.

3. Frequently Asked Questions

Security Registration

1. What happens if a pending user IP phone is authorized or blocked on a particular IP range and later the IP range is trusted for all users?

WorldSmart trusted IP ranges are added by the account administrator. All IP Phones registered from the trusted IP range do not have to follow the authentication process.

2. Assume a user is authorized with an IP range and the same IP range is trusted afterwards. Later, if the trusted IP range is deleted, does the previously authorized user have to re-authorize to login to UCC?

Any user authorized with an IP range once will not have to re-authorize even if the trusted IP range is deleted.

3. What happens if a user clicks “Block IP” after the administrator has moved the user IP phone to the Authorized User Phone(s) at IP Address Range list?

Once the administrator authorizes a user IP phone, this action takes precedence over further actions and no change occurs

4. What happens if an end-user attempts to authorize a device after an administrator has blocked it?

The user will be shown the message “This device is blocked from using the service. Please contact Support if you wish to unblock this device.”

5. How does the new security affect multiple line appearances (MLA) on a single phone?

If you try to add a user to an IP Phone at a new IP address range (i.e. at a new phone location), the user will receive a 2-phase registration email and will have to complete verification in order to be activated on that phone. The administrator will see a pending entry and can authorize the request from this new interface

6. How does this change the future provisioning of IP phones for new accounts?

When you provision a new account on our service, you can register the phones in one of three ways:

a. Prior to powering up each IP phone, you can log into the administration portal, go to the “Security Registration” -> “IP Phone Registration” section and add one or more trusted IP address ranges where the IP phones will attempt to register from. Then you can power up all the phones as usual and they will register (without sending any registration emails).

b. Instead of individually registering each phone, once you power up all the phones, log in to the account's administration portal and go to the "Security Registration" -> "IP Phone Registration" page and bulk approve all the pending IP Phone registration requests. Users may then ignore registration emails.

c. After you have configured each user's email address, you can power up all the users' IP phones individually and they will receive the 2-phase registration email and you can assist them in completing the registration.

Note: *If the same user tries to register on multiple IP phones from the same IP address range, only a single pending registration entry will be shown. The "Name" field will list one of the IP phone pending registrations. Any action taken on this entry will apply to all IP phones with the same user from the IP Address range.*