Newer Design Guide Available

Cisco Smart Business Architecture has become part of the Cisco Validated Designs program.

For up-to-date guidance on the designs described in this guide, see http://cvddocs.com/fw/Aug13-320

For information about the Cisco Validated Design program, go to http://www.cisco.com/go/cvd

Teleworking—VPN Phone Deployment Guide

SMART BUSINESS ARCHITECTURE

February 2013 Series

Preface

Who Should Read This Guide

This Cisco® Smart Business Architecture (SBA) guide is for people who fill a variety of roles:

- Systems engineers who need standard procedures for implementing solutions
- Project managers who create statements of work for Cisco SBA implementations
- Sales partners who sell new technology or who create implementation documentation
- Trainers who need material for classroom instruction or on-the-job training

In general, you can also use Cisco SBA guides to improve consistency among engineers and deployments, as well as to improve scoping and costing of deployment jobs.

Release Series

Cisco strives to update and enhance SBA guides on a regular basis. As we develop a series of SBA guides, we test them together, as a complete system. To ensure the mutual compatibility of designs in Cisco SBA guides, you should use guides that belong to the same series.

The Release Notes for a series provides a summary of additions and changes made in the series.

All Cisco SBA guides include the series name on the cover and at the bottom left of each page. We name the series for the month and year that we release them, as follows:

month year Series

For example, the series of guides that we released in February 2013 is the "February Series".

You can find the most recent series of SBA guides at the following sites:

Customer access: http://www.cisco.com/go/sba

Partner access: http://www.cisco.com/go/sbachannel

How to Read Commands

Many Cisco SBA guides provide specific details about how to configure Cisco network devices that run Cisco IOS, Cisco NX-OS, or other operating systems that you configure at a command-line interface (CLI). This section describes the conventions used to specify commands that you must enter.

Commands to enter at a CLI appear as follows:

```
configure terminal
```

Commands that specify a value for a variable appear as follows:

```
ntp server 10.10.48.17
```

Commands with variables that you must define appear as follows:

```
class-map [highest class name]
```

Commands shown in an interactive example, such as a script or when the command prompt is included, appear as follows:

```
Router# enable
```

Long commands that line wrap are underlined. Enter them as one command:

```
wrr-queue random-detect max-threshold 1 100 100 100 100 100
100 100 100
```

Noteworthy parts of system output or device configuration files appear highlighted, as follows:

```
interface Vlan64
  ip address 10.5.204.5 255.255.255.0
```

Comments and Questions

If you would like to comment on a guide or ask questions, please use the SBA feedback form.

If you would like to be notified when new comments are posted, an RSS feed is available from the SBA customer and partner pages.

Table of Contents

What's In This SBA Guide

Cisco SBA Solutions

Cisco SBA helps you design and quickly deploy a full-service business network. A Cisco SBA deployment is prescriptive, out-of-the-box, scalable, and flexible.

Cisco SBA incorporates LAN, WAN, wireless, security, data center, application optimization, and unified communication technologies—tested together as a complete system. This component-level approach simplifies system integration of multiple technologies, allowing you to select solutions that solve your organization's problems—without worrying about the technical complexity.

Cisco SBA Solutions are designs for specific problems found within the most common technology trends. Often, Cisco SBA addresses more than one use case per solution because customers adopt new trends differently and deploy new technology based upon their needs.

Route to Success

To ensure your success when implementing the designs in this guide, you should first read any guides that this guide depends upon—shown to the left of this guide on the route below. As you read this guide, specific prerequisites are cited where they are applicable.

About This Guide

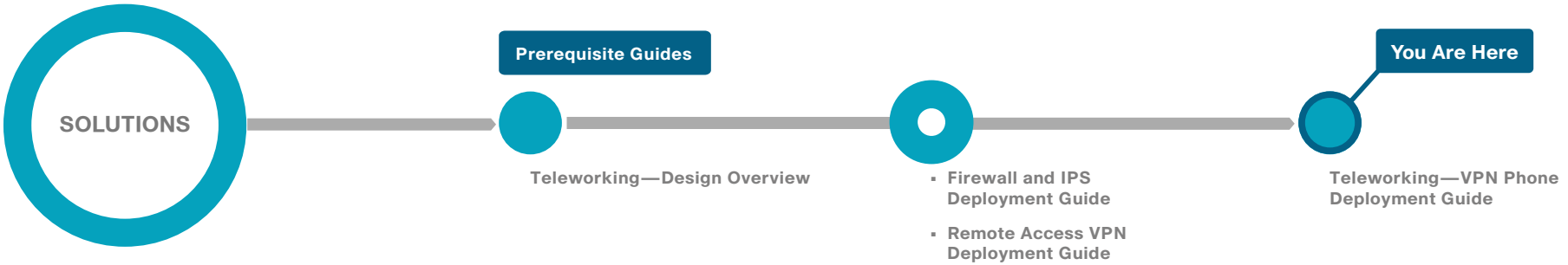
This *deployment guide* contains one or more deployment chapters, which each include the following sections:

- **Business Overview**—Describes the business use case for the design. Business decision makers may find this section especially useful.
- **Technology Overview**—Describes the technical design for the business use case, including an introduction to the Cisco products that make up the design. Technical decision makers can use this section to understand how the design works.
- **Deployment Details**—Provides step-by-step instructions for deploying and configuring the design. Systems engineers can use this section to get the design up and running quickly and reliably.

You can find the most recent series of Cisco SBA guides at the following sites:

Customer access: http://www.cisco.com/go/sba

Partner access: http://www.cisco.com/go/sbachannel



Introduction

Business Overview

Providing employees access to networked business services from a residential environment poses challenges for both the end-user and IT operations. For the home-based teleworker, it is critical that access to business services be reliable and consistent, providing an experience that is as similar as possible to sitting in a cubicle or office in the organization's facility. However, many employees already have a personal network set up in their homes, and integrating another network in parallel may be impractical because of a lack of Ethernet wiring or congestion in the 2.4GHz wireless band.

IT operations have a different set of challenges when it comes to implementing a teleworking solution, including properly securing, maintaining, and managing the teleworker environment from a centralized location. Because operational expenses are a constant consideration, IT must implement a cost-effective solution that provides investment protection without sacrificing quality or functionality.

Technology Overview

The Cisco VPN Client for Cisco Unified IP Phones, working in conjunction with the Cisco AnyConnect Client for PCs and laptops, provides a solution for organizations with remote telecommuters who require only data and voice access.

The solution builds upon the remote access VPN solution in the *Cisco SBA—Borderless Networks Remote Access VPN Deployment Guide*. That solution can be used both for the mobile user and the teleworker at the same time, without modification.

Because the worker may be teleworking full-time, and to make the solution a more office-like environment, a physical phone is used instead of a soft phone running on the PC. To connect the phone back into the organization, the solution uses Cisco VPN Client for Cisco Unified IP Phones. The Cisco VPN Client is:

- Easy to Deploy—You configure all settings via Cisco Unified Communications Manager (UCM) administration. Using the existing VPN Group configuration on the Cisco Adaptive Security Appliance (ASA), the phone establishes a VPN connection to the same Cisco ASA pair as the Cisco AnyConnect PC clients.
- Easy to Use—After you configure the phone within the enterprise, the user can take it home and plug it into a broadband router for instant connectivity without any difficult menus to configure. Also, if you provide a Cisco Unified IP Phone 9971 and a laptop with a wireless card, this solution does not require the home office to be wired.
- Easy to Manage—Phones can receive firmware updates and configuration changes remotely.
- Secure—VPN tunnel only applies to traffic originating from the phone itself. A PC connected to the PC port is responsible for authenticating and establishing its own tunnel with VPN client software. As it is with the Cisco AnyConnect PC clients, authentication for the phone requires the users' Microsoft Active Directory (AD) username and password.

This Cisco VPN Client configuration requires that the phone is pre-provisioned and that it establishes the initial connection inside of the corporate network to retrieve the phone configuration. After that, subsequent connections can be made using VPN, as the configuration is retrieved on the phone.

The following Cisco Unified IP Phones are currently supported: 7942, 7962, 7945, 7965, 7975, 8900 series, and 9900 series.

Deployment Details

Process

Configuring Cisco ASA

1. Create the identity certificate

Before you continue, ensure that Cisco ASA is configured for remote access VPN. Only the procedures required to support the integration of VPN IP phones into the deployment are included in this guide. For more information on Cisco ASA configuration, see the *Cisco SBA—Borderless Networks Remote Access VPN Deployment Guide*.

Procedure 1 Create the identity certificate

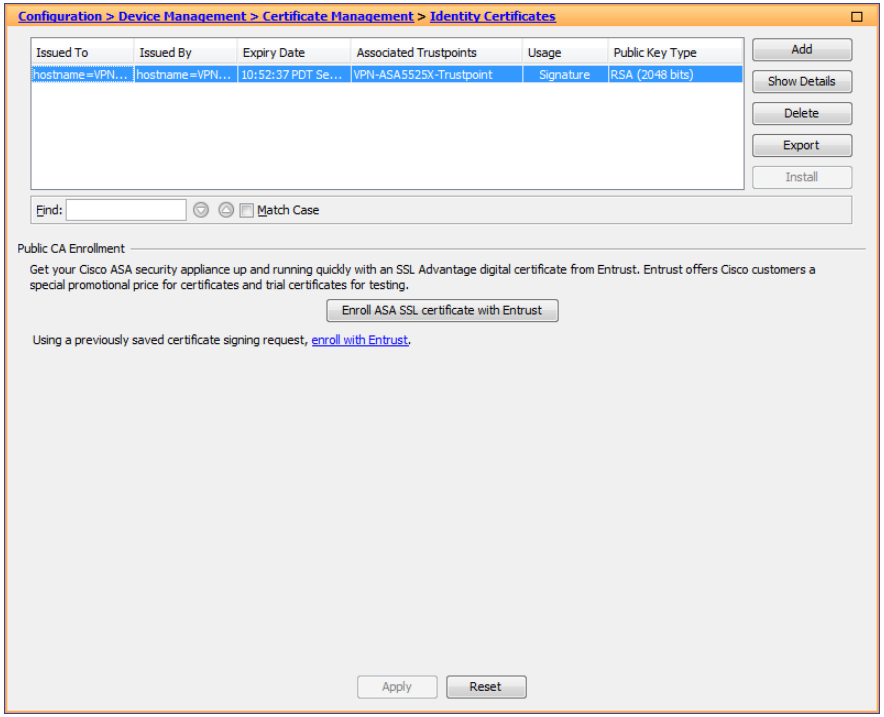
To attach to Cisco ASA from an IP phone, you must import a copy of the appliance's identity certificate, which can be self-signed, into Cisco Unified Communications Manager (UCM).

Step 1: Launch the Cisco ASA Security Device Manager.

Step 2: Navigate to **Configuration > Device Management > Certificate Management**, and then click **Identity Certificates.**

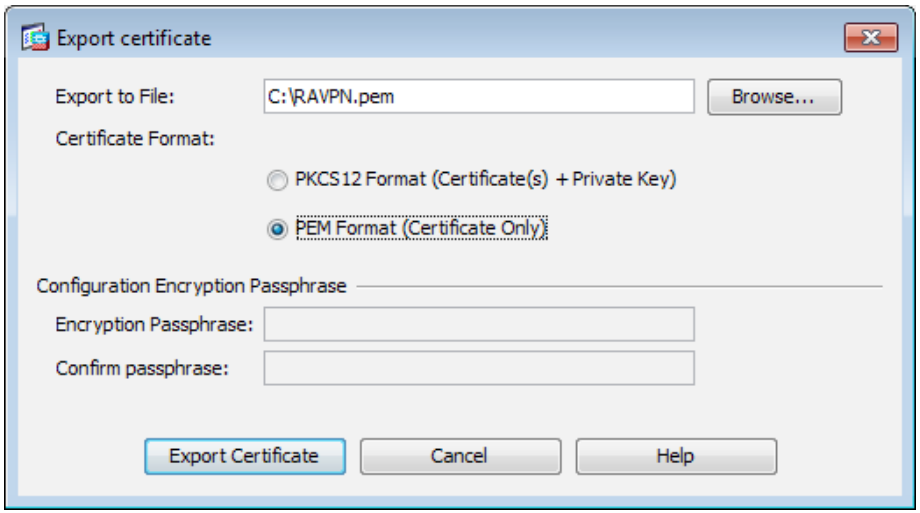
Step 3: In the list of identity certificates, select the identity certificate used for remote access VPN. (Example: ASDM_TrustPoint0)

Step 4: Click **Export**.

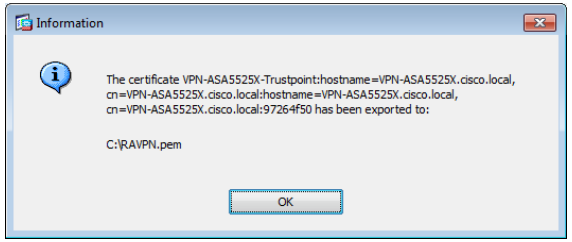


Step 5: On the Export certificate dialog box, enter a filename for the certificate. (Example: C:\RAVPN.pem)

Step 6: Select **PEM Format (Certificate Only)**, and then click **Export Certificate.**



The Information dialog box shows the certificate has been exported.



Step 7: On the Information dialog box, click **OK**, and then click **Apply**.

Notes

Process

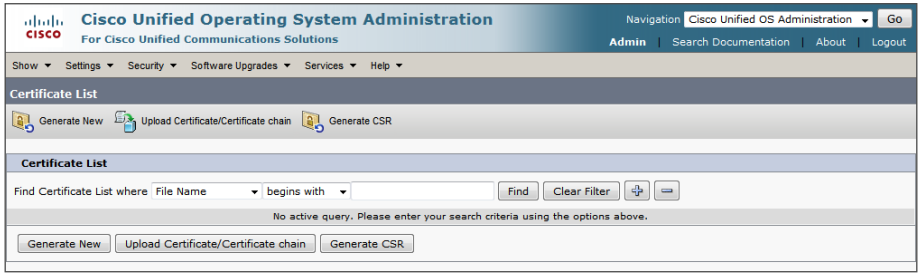
Configuring Cisco UCM

1. Import Cisco ASA certificate
2. Configure the VPN gateways
3. Configure the VPN group
4. Configure the VPN profile
5. Configure the VPN feature
6. Configure a common phone profile

Procedure 1 Import Cisco ASA certificate

Step 1: Navigate to the Cisco Unified Operating Systems Administration page on the publisher. (Example: https://cucm-pub1.cisco.local/cmplatform/)

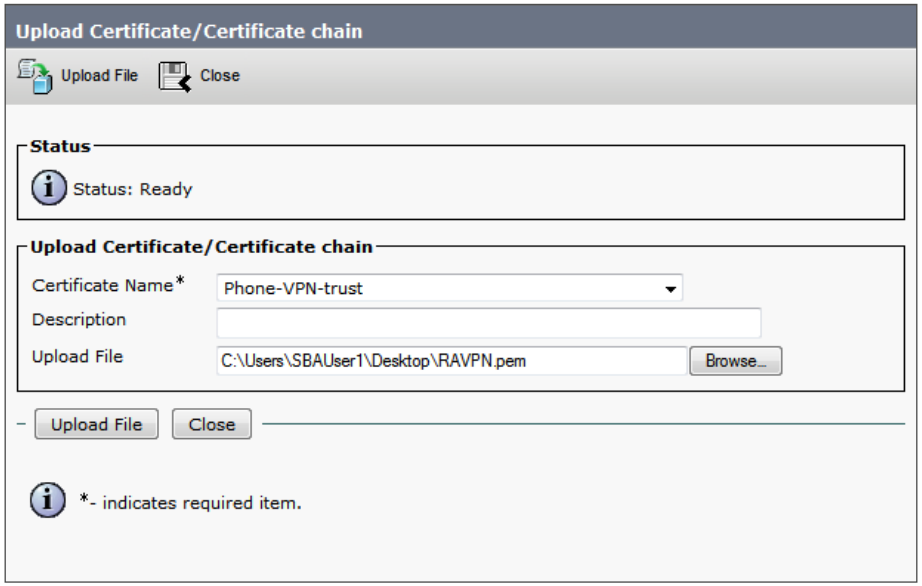
Step 2: Navigate to **Security** > **Certificate Management**, and then click **Upload Certificate/Certificate Chain**.



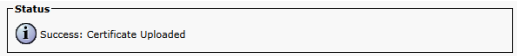
Step 3: On the Upload Certificate/Certificate chain page, in the **Certificate Name** list, choose **Phone-VPN-trust**.

Step 4: In the **Upload File** box, enter the certificate filename that you configured in Procedure 1, Step 5.

Step 5: Click **Upload File**.

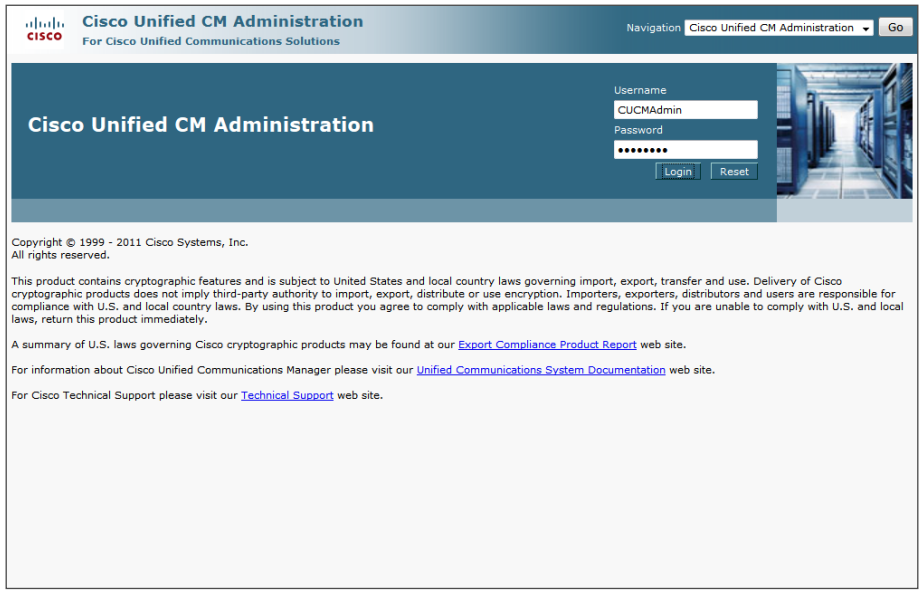


When the upload is complete, the Status pane shows **Success: Certificate Uploaded**.

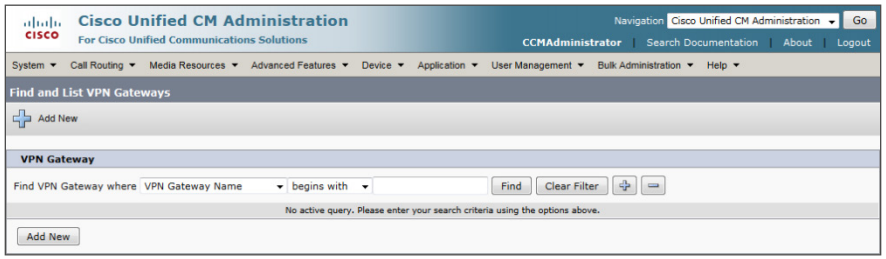


Procedure 2 Configure the VPN gateways

Step 1: In the **Navigation** list, choose **Cisco Unified CM Administration**, and then click **Go**.



Step 2: Navigate to **Advanced Features > VPN > VPN Gateway**, and then click **Add New**.

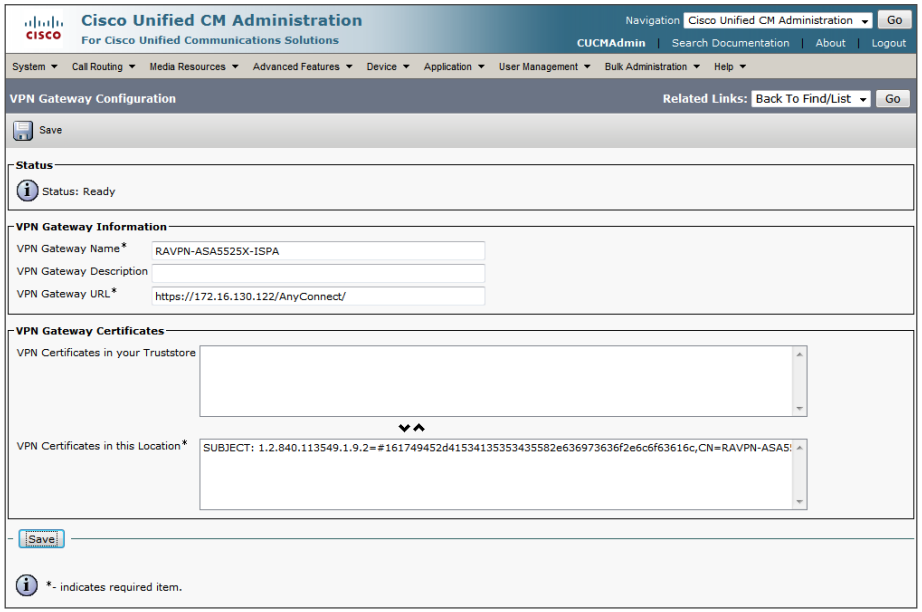


Step 3: On the VPN Gateway Configuration page, enter a name for the VPN Gateway. (Example: RAVPN-ASA5525X-ISPA)

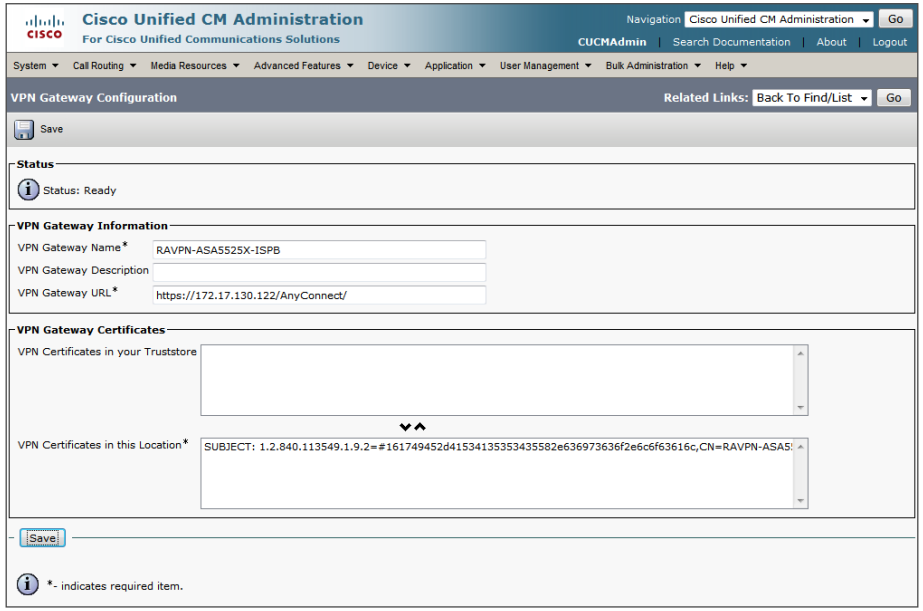
Step 4: In the **VPN Gateway URL** box, enter the URL for the VPN group on Cisco ASA's primary Internet connection. (Example: https://172.16.130.122/AnyConnect/)

Step 5: In the **VPN Gateway Certificates** pane, move the certificate from the **VPN Certificates in your Truststore** list to the **VPN Certificates in this Location** list by selecting it, and then clicking the **down arrow**.

Step 6: Click **Save**.



Step 7: If you have a second Internet connection, repeat Step 2 through Step 6 to add a second VPN gateway using the URL for the VPN group on Cisco ASA's second interface. (Example: https://172.17.130.122/AnyConnect/)



Procedure 3 Configure the VPN group

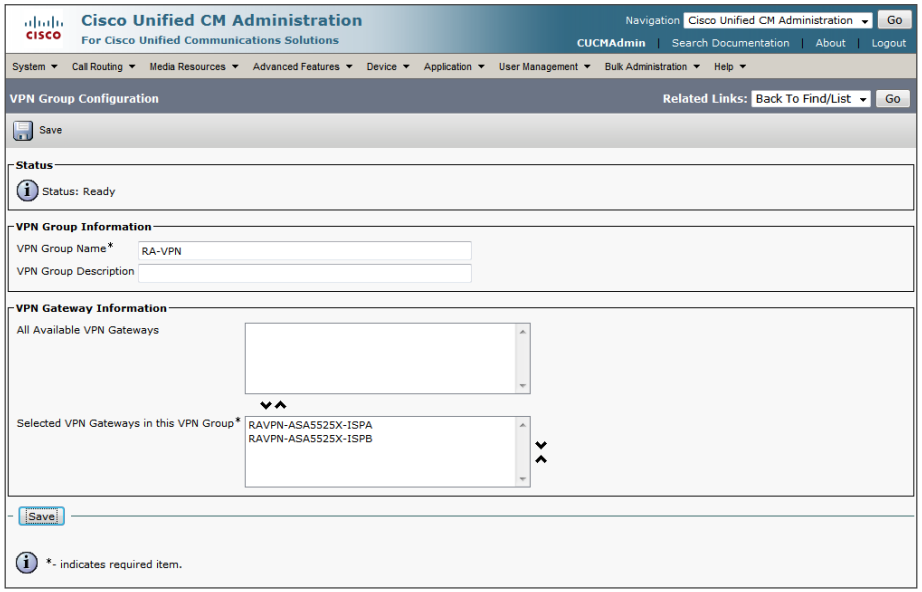
Step 1: Navigate to **Advanced Features > VPN > VPN Group**, and then click **Add New**.

Step 2: On the VPN Group Configuration page, enter a VPN Group Name. (Example RA-VPN)

Step 3: Move the primary VPN gateway from the **All Available VPN Gateways** list to the **Selected VPN Gateways in this VPN Group** list by selecting the gateway, and then clicking the **down arrow**.

Step 4: If you have a second Internet connection, move the secondary VPN gateway from the **All Available VPN Gateways** list to the **Selected VPN Gateways in this VPN Group** list by selecting the gateway, and then clicking the **down arrow**.

Step 5: Click **Save**.



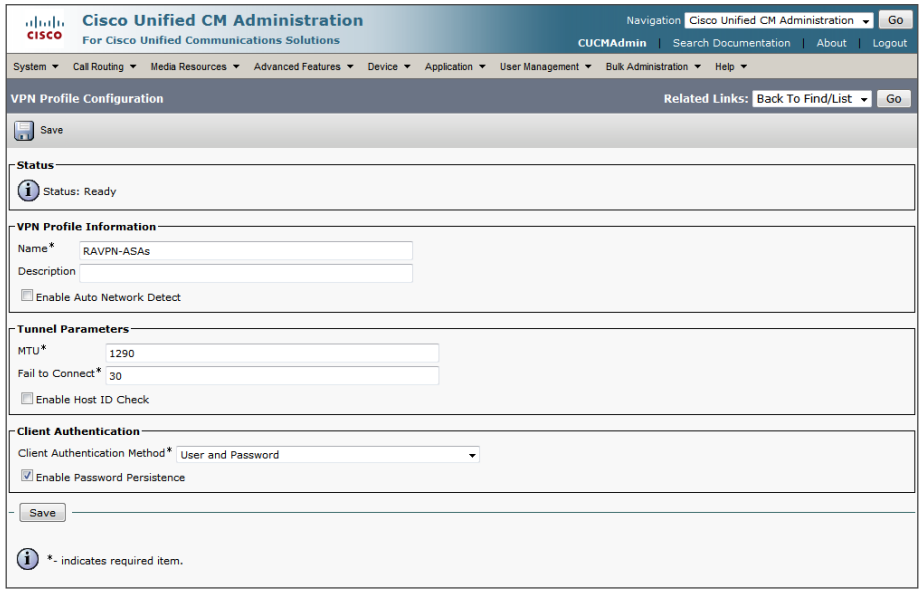
Procedure 4 Configure the VPN profile

Step 1: Navigate to **Advanced Features > VPN > VPN Profile**, and then click **Add New**.

Step 2: On the VPN Profile Configuration page, enter a name. (Example: RAVPN-ASAs)

Step 3: Because the Cisco ASA's identity certificate has been self-signed, clear **Enable Host ID Check**.

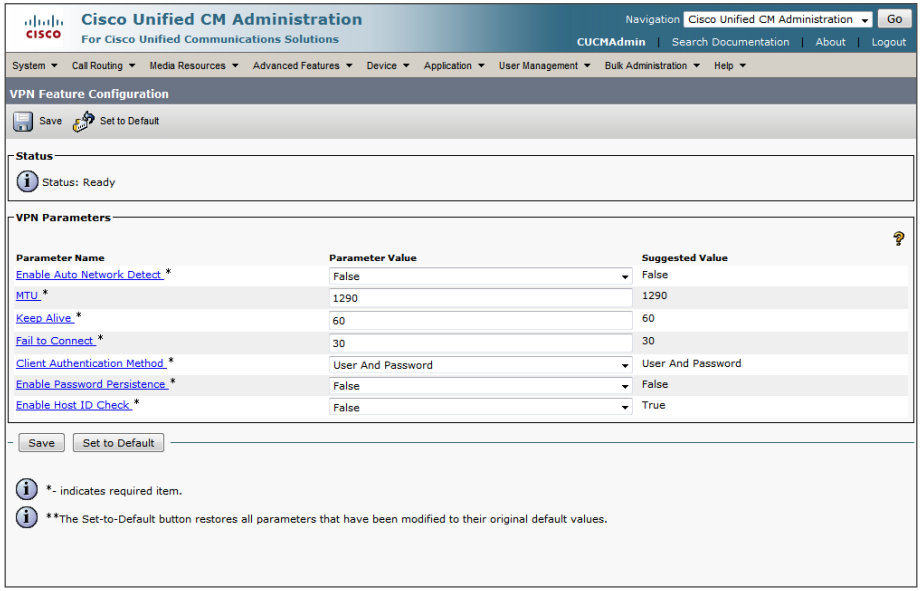
Step 4: Select **Enable Password Persistence**, and then click **Save**.



Procedure 5 Configure the VPN feature

Step 1: Navigate to **Advanced Features > VPN**, and then click **VPN Feature Configuration**.

Step 2: Because the Cisco ASA's identity certificate has been self-signed, in the **Enable Host ID Check** field, choose **False**, and then click **Save**.



Procedure 6 Configure a common phone profile

Step 1: Navigate to **Device > Device Settings > Common Phone Profile**, and then click **Add New**.

Step 2: On the Common Phone Profile Configuration page, enter a name. (Example: VPN Common Phone Profile)

Step 3: In the VPN Information pane, in the **VPN Group** list, choose the VPN group that you configured in Procedure 3. (Example: RA-VPN)

Step 4: In the **VPN Profile** list, choose the VPN profile that you configured in Procedure 4. (Example: RAVPN-ASAs)

Step 5: Click **Save**.

Process

Configuring the IP Phone

1. Create the teleworker device pool
2. Register and configure the device
3. Connect the IP phone

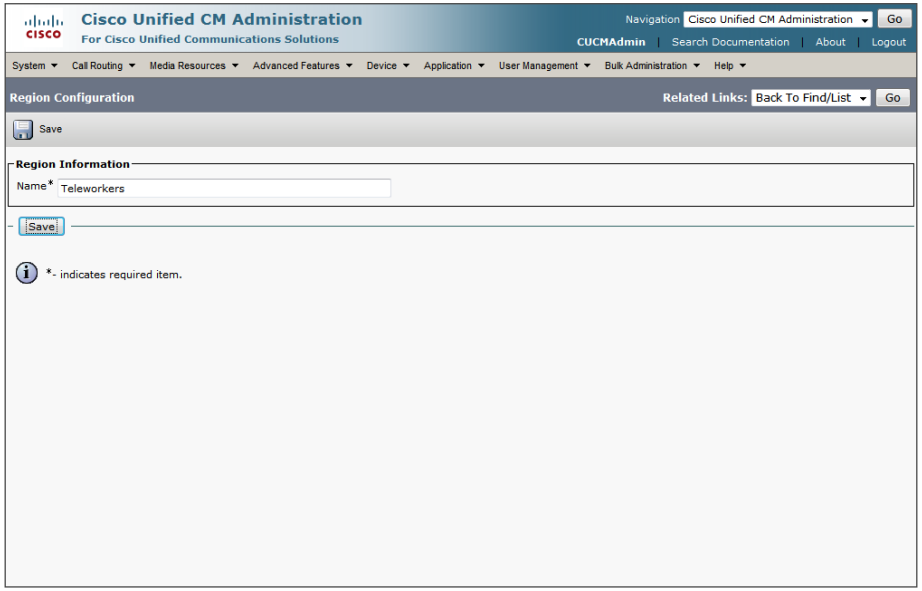
The phone must register to Cisco UCM from inside the organization's network before the end-user can use it over VPN. The registration process upgrades the phone's firmware and downloads the phone's configuration, including the VPN settings.

In the following procedures, you can configure a registered device with the VPN information so that an end-user can deploy it outside the organization's network.

Procedure 1 Create the teleworker device pool

Step 1: Navigate to **System > Region Information > Region**, and then click **Add New**.

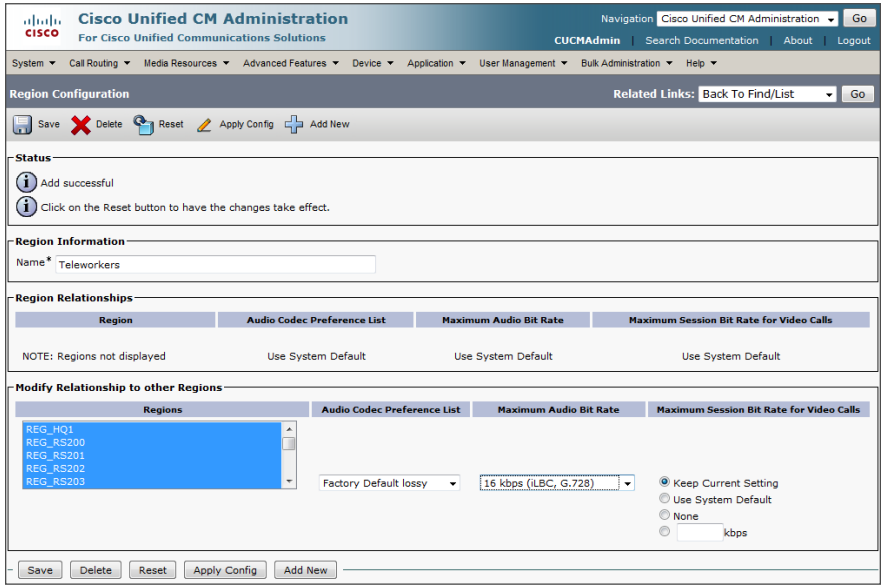
Step 2: In the Region Information pane, in the **Name** box, enter a name for the region, and then click **Save**. (Example: Teleworkers)



Step 3: In the **Modify Relationship to other Regions** pane, in the **Regions** list, select every region.

Step 4: In the **Max Audio Bit Rate** list, choose **16 kbps (iLBC, G.728)**.

Step 5: In the **Audio Codec Preference List** list, choose **Factory Default lossy**, and then click **Save**.



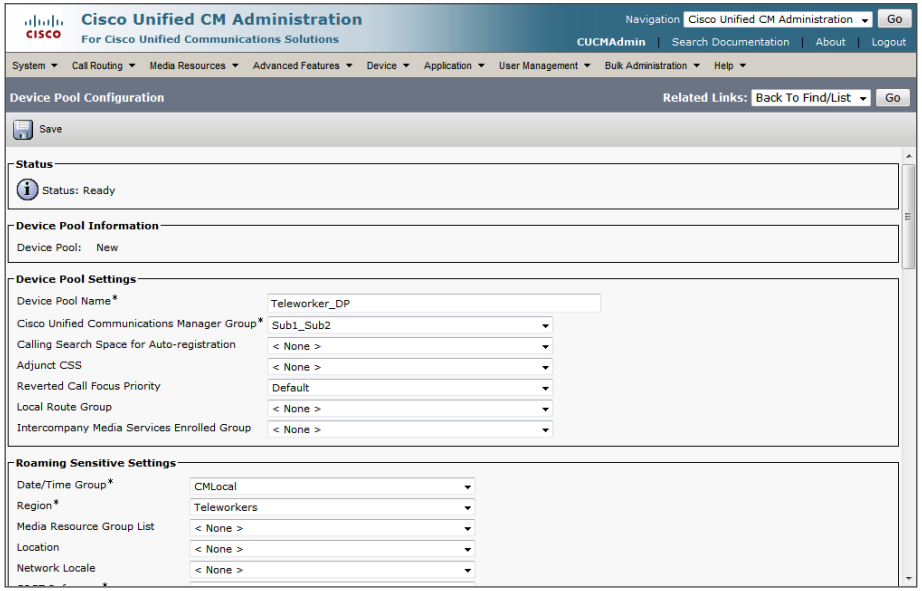
Step 6: Navigate to **System** > **Device Pool**, and then click **Add New**.

Step 7: In the **Device Pool Name** box, enter a name. (Example: Teleworker_DP)

Step 8: In the **Cisco Unified Communications Manager Group** list, choose the primary group. (Example: Sub1_Sub2)

Step 9: In the **Date/Time Group** list, choose the time zone for the teleworker devices. (Example: Pacific)

Step 10: In the **Region** list, choose the teleworker region that you configured in Step 2, and then click **Save**. (Example: Teleworkers)



Procedure 2 Register and configure the device

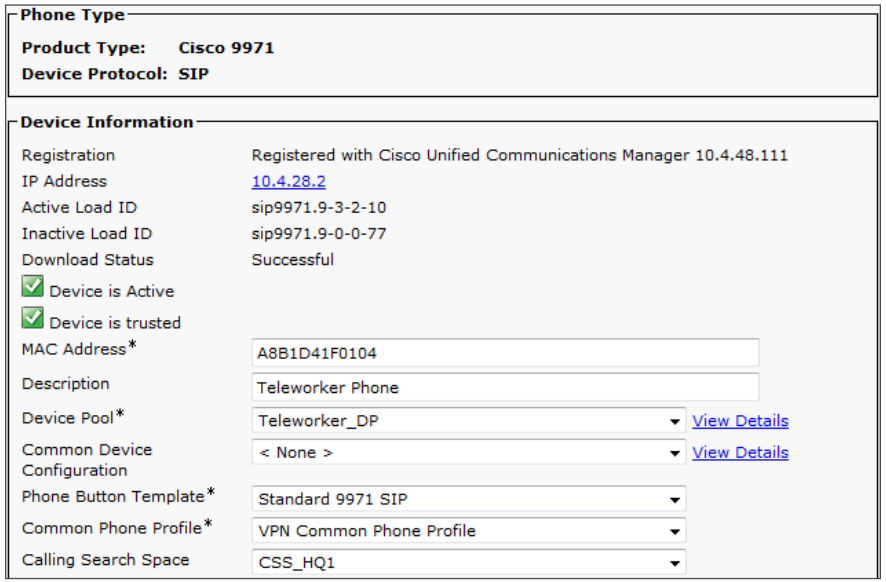
Step 1: On Unified CM, navigate to **Device** > **Phone**, and then click **Add New.**

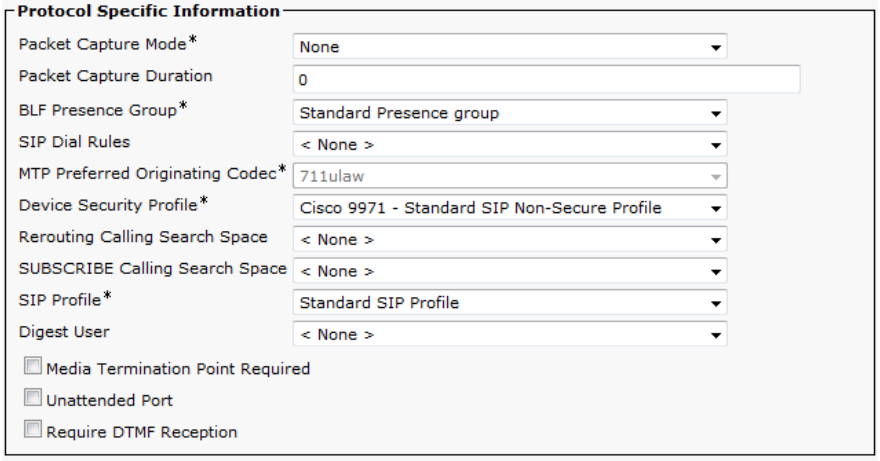
Step 2: Enter the following values, and after each entry, click **Next**:

- Phone Type—Cisco [Model]
- Select the device protocol—SIP

Step 3: On the Phone Configuration page, enter the following values, and then click **Save**:

- MAC Address—[MAC Address]
- Description—Teleworker Phone
- Device Pool—Teleworker_DP
- Phone Button Template—Standard [Model] SIP
- Common Phone Profile—VPN Common Phone Profile
- Calling Search Space—CSS_HQ1
- Device Security Profile—Cisco [Model] - Standard SIP Non-Secure Profile
- SIP Profile—Standard SIP Profile





Step 4: On the Phone Configuration page, under Association Information, click **Line [1] - Add a new DN**.

Step 5: On the Directory Number Configuration page, enter the following values, and then click **Save**.

- Directory Number—[DN]
- Route Partition—PAR_Base
- Description—Teleworker - [name]
- Alerting Name—[Alerting name]
- ASCII Alerting Name—[ASCII alerting name]

Procedure 3 Connect the IP phone

Step 1: Connect the phone to the user's home network.

Step 2: On the phone, select **Applications** > **VPN**. This connects the phone to the organization over VPN.

Step 3: In the **VPN Enabled** pane, select **On**.

Step 4: Enter the user ID and password.

Step 5: Press **Sign In**. The VPN Status shows **Connected**.

Appendix A: Product List

VPN Phone License

Functional Area	Product Description	Part Numbers	Software
SSL Software License for ASA	ASA 5500 SSL VPN 250 Premium User License	ASA5500-SSL-250	ASA 9.0(1)
	ASA 5500 SSL VPN 500 Premium User License	ASA5500-SSL-500	
AnyConnect VPN Phone License	AnyConnect VPN Phone License - ASA 5545-X (requires a Premium license)	L-ASA-AC-PH-5545=	ASA 9.0(1)
	AnyConnect VPN Phone License - ASA 5525-X (requires a Premium license)	L-ASA-AC-PH-5525=	
	AnyConnect VPN Phone License - ASA 5515-X (requires a Premium license)	L-ASA-AC-PH-5515=	
	AnyConnect VPN Phone License - ASA 5512-X (requires a Premium license)	L-ASA-AC-PH-5512=	

Internet Edge

Functional Area	Product Description	Part Numbers	Software
Firewall	Cisco ASA 5545-X IPS Edition - security appliance	ASA5545-IPS-K9	ASA 9.0(1) IPS 7.1(6)E4
	Cisco ASA 5525-X IPS Edition - security appliance	ASA5525-IPS-K9	
	Cisco ASA 5515-X IPS Edition - security appliance	ASA5515-IPS-K9	
	Cisco ASA 5512-X IPS Edition - security appliance	ASA5512-IPS-K9	
	Cisco ASA5512-X Security Plus license	ASA5512-SEC-PL	
	Firewall Management	ASDM	7.0(2)
RA VPN Firewall	Cisco ASA 5545-X Firewall Edition - security appliance	ASA5545-K9	ASA 9.0(1)
	Cisco ASA 5525-X Firewall Edition - security appliance	ASA5525-K9	
	Cisco ASA 5515-X Firewall Edition - security appliance	ASA5515-K9	
	Cisco ASA 5512-X Firewall Edition - security appliance	ASA5512-K9	
	Cisco ASA 5512-X Security Plus license	ASA5512-SEC-PL	
	Firewall Management	ASDM	7.0(2)

Data Center or Server Room

Functional Area	Product Description	Part Numbers	Software
Virtual Servers	Cisco UCS C240 M3 C-Series Solution Pak for unified communications applications	UCUCS-EZ-C240M3S	9.1(1) ESXi 5.0
	Cisco UCS C220 M3 C-Series Solution Pak for unified communications applications	UCUCS-EZ-C220M3S	
	Cisco UCS C220 M3 for Business Edition 6000	UCSC-C220-M3SBE	9.1(1a) ESXi 5.0
Voice Messaging	Cisco MCS 7845-I3 for unified communications applications	MCS-7845-I3-IPC2	9.1(1)
	Cisco MCS 7835-I3 for unified communications applications	MCS-7835-I3-IPC2	
	Cisco MCS 7825-I5 for unified communications applications	MCS-7825-I5-IPC1	
Call Control	Cisco MCS 7845-I3 for Unified Communications Manager with 2500 to 10,000 users	MCS7845I3-K9-CME1	9.1(1)
	Cisco MCS 7835-I3 for Unified Communications Manager with 1000 to 2500 users	MCS7835I3-K9-CME1	
	Cisco MCS 7825-I5 for Unified Communications Manager with up to 1000 users	MCS7825I5-K9-CME1	

Appendix B: Changes

This appendix summarizes the changes to this guide since the previous Cisco SBA series.

- We made minor changes to improve the readability of this guide.

Notes

Feedback

Please use the feedback form to send comments and suggestions about this guide.

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