

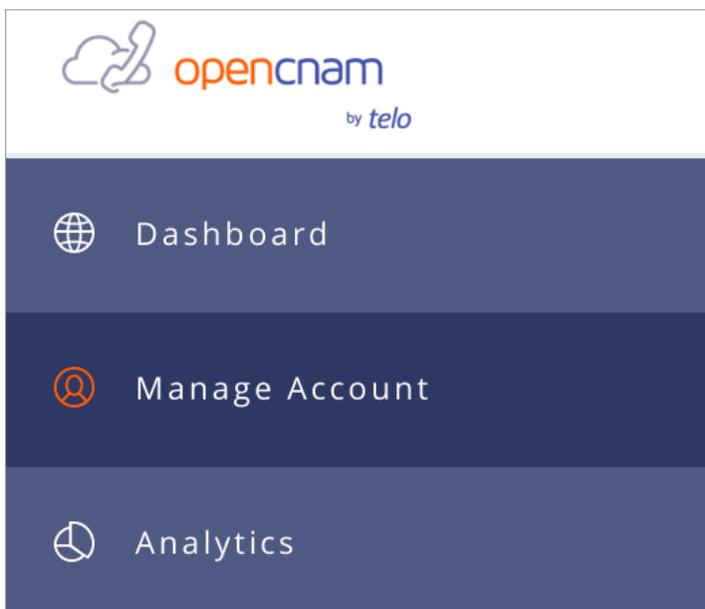
OpenCNAM Broadsoft Integration Guide

A. Introduction

This document details the system and method for integrating OpenCNAM with Broadsoft. OpenCNAM exposes a Broadsoft compliant SOAP endpoint that can be configured through the standard Broadsoft CLI.

B. Prerequisites

First, the customer must add a static IP address from which SOAP queries will be issued to the “whitelist” for this product. This can be accomplished in the OpenCNAM customer portal as follows:



- 1 | Log into the customer dashboard at www.opencnam.com/dashboard
- 2 | Click on **Manage Account** on the left side bar

Manage Account

Account Authentication

SID: AC0ec09d61c2314e8f9f294af2824f5e8a Auth Token: Show *****

[Advanced Authentication Options](#) **Warning:** OpenCNAM supports IP authentication. By using this feature you will allow the IP addresses listed here to use any other interfaces without requiring SID and Token authentication.

3

Click **Advanced Authentication Options** under the Account Authentication section to expose the IP address whitelist

IP Address 1 Add a new whitelisted IP address to your account.

4

Add the IP address(es) of the ENUM signalling endpoint(s) from which your queries will be issued here

Queries from dynamic IP addresses are not supported.

C. Technical Operation

The main resource to consider when integrating Broadsoft with OpenCNAM is the SOAP Endpoint which can be found here:

- SOAP Endpont URI: <http://api.opencnam.com/v3/broadsoft>

You will need to configure your Broadsoft Application Server using the following steps:

- Login as root to your Broadsoft Application Server

```
TeloComputer:~ user1$ ssh root@bwas00.customer.com
Password: *****
Last login: Wed Jan 18 13:42:23 2017 from 10.6.161.171
```

```
-----
| This system is for the use of authorized users only.
| Individuals using this computer system without authority, or in
| excess of their authority, are subject to having all of their
| activities on this system monitored and recorded by system
| personnel.
|
| In the course of monitoring individuals improperly using this
| system, or in the course of system maintenance, the activities
| of authorized users may also be monitored.
|
| Anyone using this system expressly consents to such monitoring
| and is advised that if such monitoring reveals possible
| evidence of criminal activity, system personnel may provide the
| evidence of such monitoring to law enforcement officials.
|-----
```

Become the user "bwadmin" by executing the following line:

- su - bwadmin

Enter the Broadsoft Application Server CLI and become root by issuing the following commands:

- bwcli

```
AS_CLI>
```

- lo

Enter the administrator password

```
AS_CLI> lo
Password: *****
admin logging in...
```

Next, configure Broadsoft to use the SOAP protocol and OpenCNAM's SOAP Endpoint as the external CNAM database:

- 1 Enter "Service"
- 2 Enter "CallingNameRetrieval"
Enter "set queryProtocol soap"
Enter "set sipExternalDatabaseURI
<http://api.opencnam.com/v3/broadsoft>"

Enter "get" and confirm your settings match the following screenshot:

```
AS_CLI> Service
AS_CLI/Service> CallingNameRetrieval
AS_CLI/Service/CallingNameRetrieval> set queryProtocol soap
...Done
AS_CLI/Service/CallingNameRetrieval> set sipExternalDatabaseURI
http://api.opencnam.com/v3/broadsoft
...Done
AS_CLI/Service/CallingNameRetrieval> get
triggerCNAMQueriesForAllNetworkCalls = false
triggerCNAMQueriesForGroupAndEnterpriseCalls = false
queryProtocol = soap
queryTimeoutInMilliseconds = 1200
routeAdvanceTimerMilliseconds = 1000
retryFailedCNAMServerIntervalSeconds = 300
ignoreRestrictedPresentationIndicator = false
supportsDNSSRV = false
sipExternalDatabaseURI = null
sipExternalDatabasePort = 5060
sipExternalDatabaseTransport = udp
soapExternalDatabaseURI = http://api.opencnam.com/v3/broadsoft
callingNameSource = presentationIdentity
```

D. Troubleshooting

If your CNAM results are not as expected, try the following steps to attempt to diagnose the issue:

- 1 Attempt to issue a curl call to opencnam from the command line of your Broadsoft Application Server

```
curl 'https://api.opencnam.com/v3/phone/+16786318356'
```

- This will help check that:

- OpenCNAM is available from your Broadsoft Server

- Your IP Whitelisting has been correctly configured

- 2 Check Broadsoft logs for errors
- 3 If you are unable to access OpenCNAM and Broadsoft is not showing any errors, please contact OpenCNAM support.

E. Support / Assistance

We are happy to assist with your integration. Our team can be reached in any of the following ways:

Phone: +1-888-315-8356 (TELO) or +1-678-631-8356 (TELO)

Email: support@opencnam.com