



μFirewall

FAQ



What network layer does the μFirewall operate at?	Device performs at Layer 2 (bridge). The device does not possess an IP address so there is no impact on network topology and it is invisible to hackers.
How many calls can the μFirewall process?	Suitable for small- to medium-sized enterprises.
How do I know if the μFirewall has blocked an attack?	The status of the device can be determined by the appearance of the multicolor LED lights on the unit. Alternatively if a USB key is pulled into the unit it will collect statistics including protective measures which were implemented.
How can I tell the μFirewall is working?	You can ensure the device is working through the appearance of the LED lights.
How do I configure the μFirewall?	For the initial release of the device (version 1), no configuration is necessary.
Does the μFirewall work with any SIP?	The device works with all SIP variations using UDP, regardless of port.
What type of attacks does the μFirewall protect against?	The device protects against Denial of Service, theft of service via user account spoofing and user account probing as all related to VoIP services. The device is designed for the protection of a PBX and not individual phones.
What actions can the μFirewall take?	The device can temporarily or permanently block attacking entities.
How does the power supply connect to the μFirewall?	The power supply connects via USB to either of the two USB provided (standard A) ports.
Does the μFirewall come in a Power over Ethernet (PoE) model?	Not at this time.
How often does the μFirewall get updated?	Version 1 can be updated via USB key. Version 2 will be updated via the PIKA cloud.
What are the power requirements of the μFirewall?	Without a USB key plugged in, up to 4W is required by the device.
What is the operating temperature of the μFirewall?	The device is capable of operating at temperatures 5°C to 40°C.

Physically how big is the μ Firewall?	The device is approximately 3.75 x 1.5 x 1 inches in size (9.5 x 4 x 2.5 cm).
Where can I buy the μ Firewall?	The device is sold only through distribution. Please contact PIKA if you have trouble locating a distributor in your region or if you are a distributor interested in carrying the product.
How much does the μ Firewall cost?	MSRP \$300 US.
What is the warranty?	There is a 12-month warranty on the unit.
What will happen if the μ Firewall loses power?	If the unit loses power, no network traffic will be passed through the μ WARP and the PBX behind the device is then no longer able to make or receive calls. It is recommended that the unit is powered from the same UPS (Uninterruptable Power Supply) as the PBX to ensure continuous power.
Does it matter which μ Firewall network interface connects to the WAN?	No. The μ Firewall is bi-directional. The WAN and PBX/Call Server may be connected to either of the two network interface ports.
Where should I physically connect the unit?	The unit should be connected in series with the PBX/Call Server's uplink to the WAN/ISP, as close to the PBX (within the network) as possible.
What will happen if my phone fails authentication more than 6 times?	After 6 failed attempts the device will block all subsequent SIP requests from the phone for 5 minutes. Verify that your username and password is correct and reattempt the registration after the allotted time.
Does the μ Firewall block any ports (ports used for SMTP, POP3, IMAP etc.)?	No specific ports are blocked. The μ Firewall only protects against SIP-based attacks, not SMTP, POP3 or IMAP attacks.
Where can we find links for new updates?	All units are shipped with the latest firmware. If updates are required in the future, they will be available through our website at http://www.pikatechnologies.com/voipfirewalldownloads
How are logs pulled while the device is installed?	Currently logs are only accessible locally by inserting a USB memory key. Logs are only collected during the period the USB key is inserted in the device. No logs are cached on the unit.
Which ports are protected?	No specific ports are blocked. The μ Firewall examines all SIP traffic through the unit, regardless of port, and applies its security rules.
Would the μ Firewall fit between a VDSL modem and the IP PBX?	Yes, as long as no PoE or PPPoE is being used.

About PIKA Technologies

Since 1987, PIKA Technologies has pioneered technology and products that enable global telephony, fax and communications solutions. PIKA's offerings include telephony appliances, board-level TDM products, mobile PBX, end-user applications, smartphone apps and custom telecom development services. Known for exceptional voice quality, reliability and renowned customer service, PIKA enables developers, system integrators and businesses worldwide to take full advantage of advanced communication solutions. This includes products that support innovation in legacy and emerging telephony models, as well as solutions that bridge the path from TDM to VoIP and services in the cloud.

With customers in more than 35 countries and numerous product and technology awards to its

name, PIKA has ranked in the Branham300 – an authoritative ranking of successful Canadian high-tech firms – for 11 consecutive years.

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