



Mida Deployment Guide

Mida C³ - Cloud Contact Center
For Microsoft Teams

Document Version: 1.1

Document Information

Revision	Date	Description	Updates	Product Version
1.0	01/09/2021	First approved version of this manual	-	3.1.0
1.2	22/04/2022	Minor review	Add Tenants section	3.1.5

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1. Introduction

1.1 Legal Statements

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Mida Platform

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Mida C³ - Cloud Contact Center

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1.2 Preface

This document is part of the official documentation of Mida Solutions products and details functionalities, user interface, options, and working modes in detail. The system allows the user to configure all system functions using a simple and intuitive WEB interface. Please refer to the reference table for a complete list of documents relevant to system configuration.

1.3 Audience

The present document addresses both end-users and system administrators of the products.

1.4 Notations



This document highlights, where possible, the main parameters and operations through **bold** or *italics* text and all parts that might be critical during system configuration or use. Critical parts are also marked with the Warning symbol reported here on the left.

1.5 Operations Flow

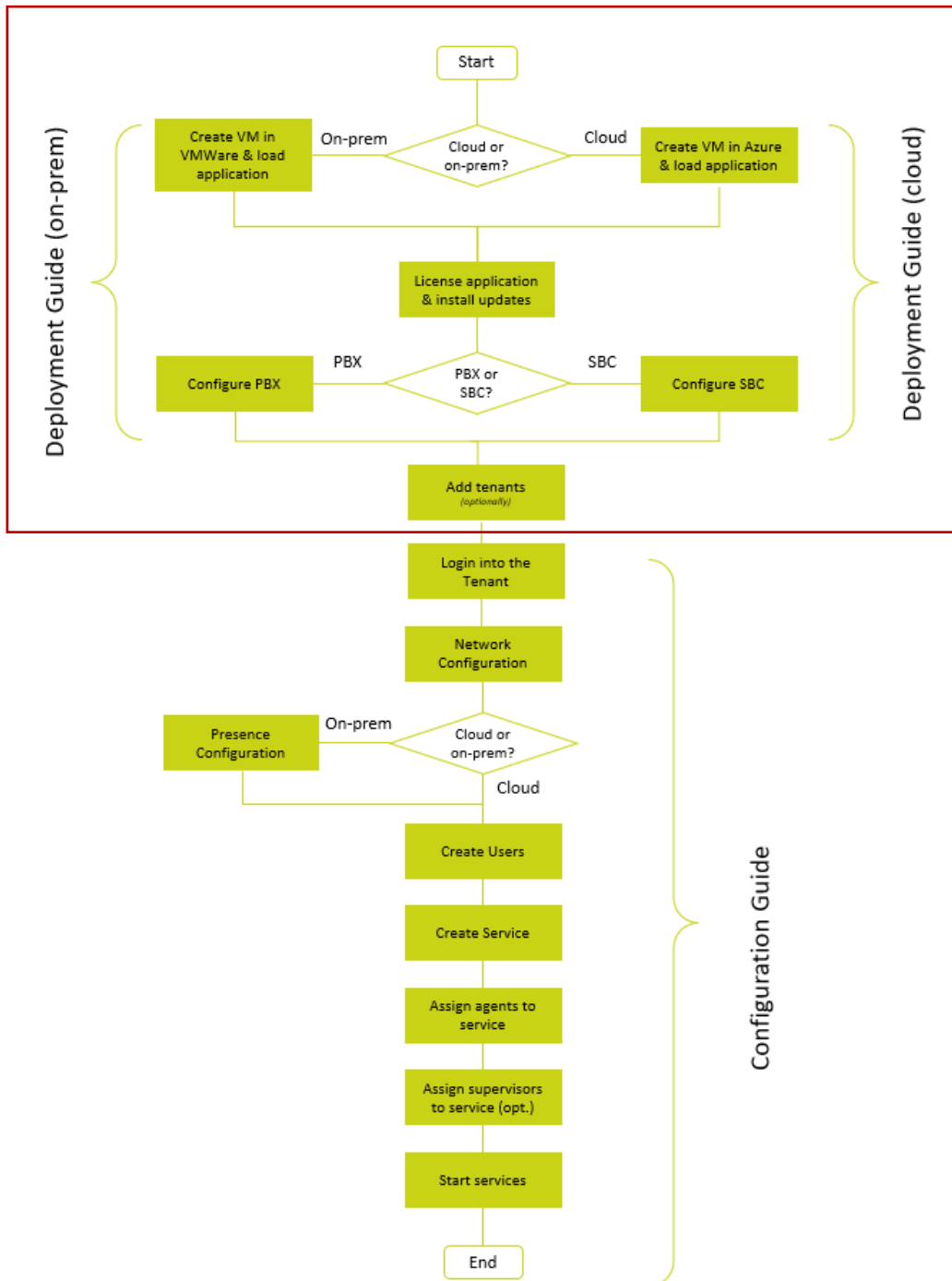
The flow chart represented below gives a step-by-step view of the actions required to complete set up Mida C³ – Cloud Contact Center. This guide covers the initial part of the deployment, including the following logical steps:

- Creation of the VM in MS Azure
- Deployment of the C³ – Cloud Contact Center image onto the VM
- Licensing of C³ – Cloud Contact Center
- Installation of any required application update (may not be required)
- Configuration of the SBC

The second part, which covers the full configuration of the application, is detailed in another manual (see [Mida C³ – Configuration Guide - Azure](#))

The flow chart will be visible at various points along with this manual, to inform which step is being described.

This Guide is intended to help you deploy Mida Solutions’ applications. Please be aware that in order to use Mida’s products you should also complete the instructions included in the [Configuration Guide](#) of the product you purchased.



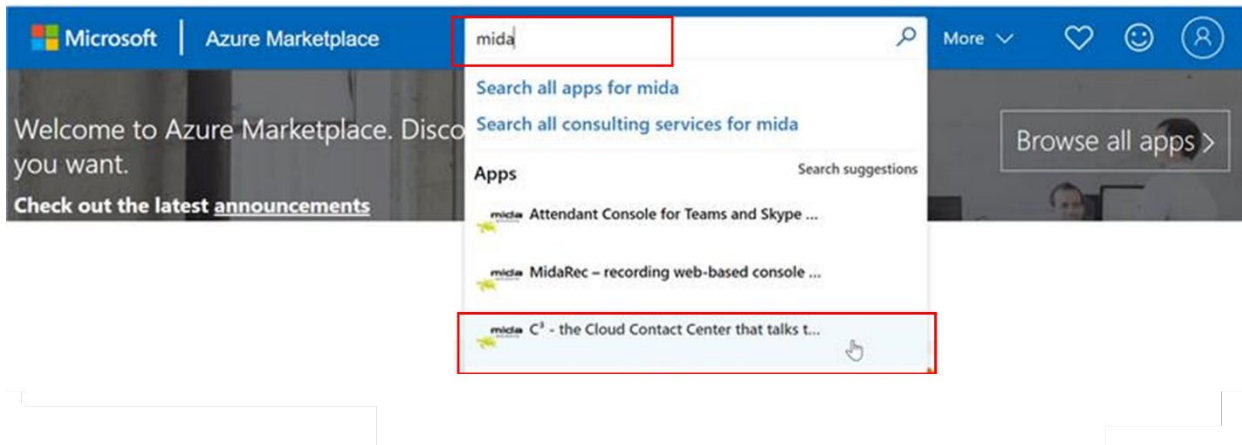
2. Deploying Mida C³ – Cloud Contact Center via Azure Marketplace

Deploying Mida C³ – Cloud Contact Center via Azure Marketplace is very simple as it comes almost entirely pre-configured.

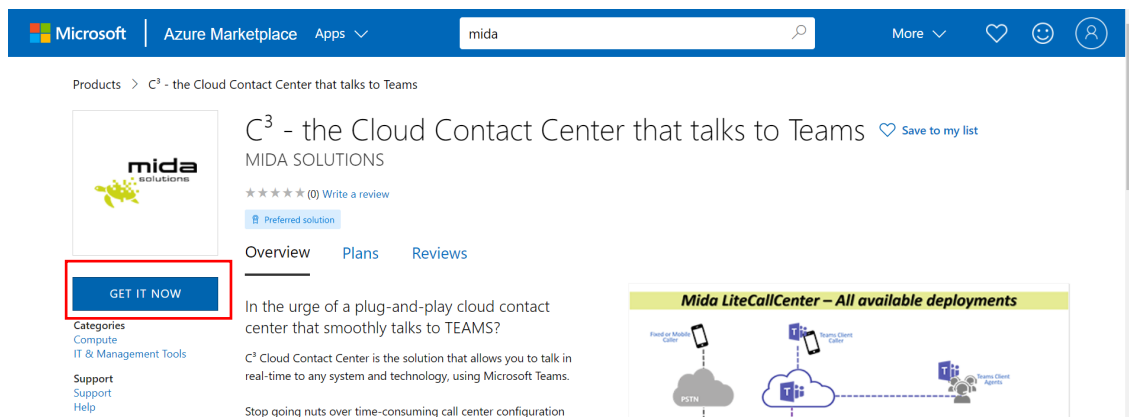
Follow the next steps to complete the deployment successfully.

2.1 Azure Marketplace

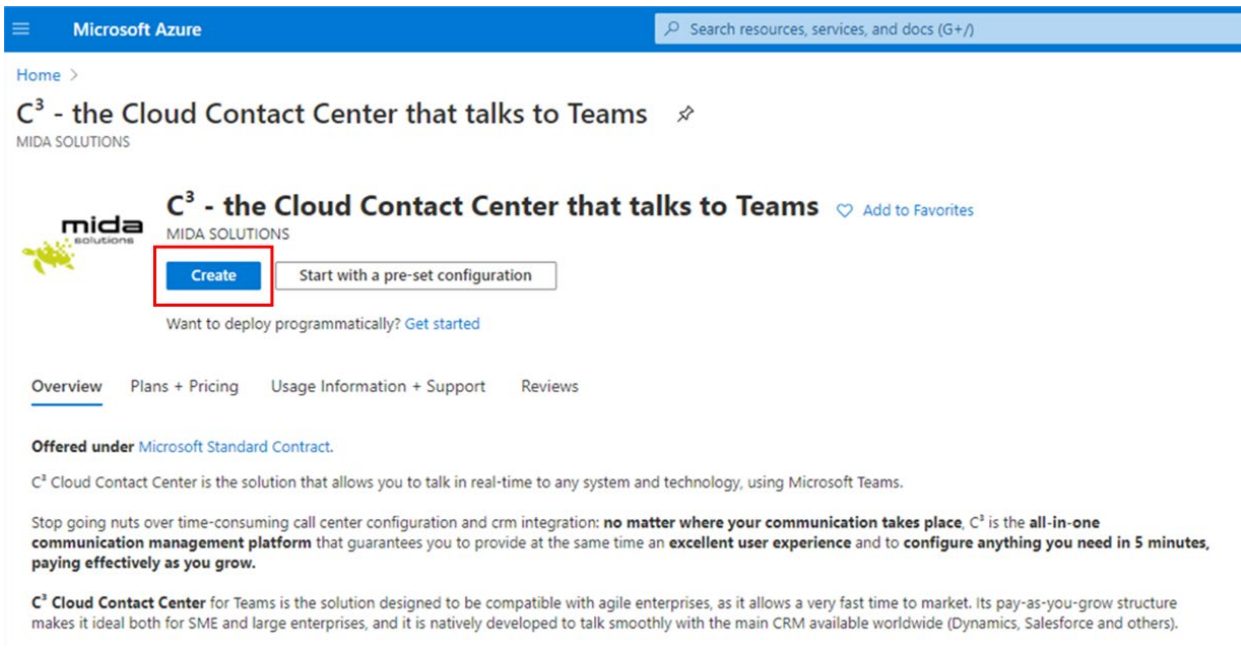
1. Access the [Azure Marketplace](#);
2. In the menu on the top, search for **Mida C³ – Cloud Contact Center**



3. Click on **Mida C³ – the Cloud Contact Center that talks to Teams**,
4. Click on **Get it now** and then on continue



5. Click on **Create**;



The screenshot shows the Microsoft Azure portal interface for the 'C³ - the Cloud Contact Center that talks to Teams' service. The page title is 'C³ - the Cloud Contact Center that talks to Teams' with a sub-header 'MIDA SOLUTIONS'. Below the title, there is a 'Create' button (highlighted with a red box) and a 'Start with a pre-set configuration' button. A link 'Want to deploy programmatically? Get started' is also visible. The page includes navigation tabs for 'Overview', 'Plans + Pricing', 'Usage Information + Support', and 'Reviews'. A section titled 'Offered under Microsoft Standard Contract.' follows, with a description of the service and its benefits.

The procedure will guide you through the steps required to create your virtual machine in Microsoft Azure and install Mida C³ - Cloud Contact Center. The display will show a window with several tabs: each tab is a step forward in the deployment process, as detailed in the next Sections.



Note: the whole procedure assumes you can create a Virtual Machine in Microsoft Azure: this usually requires some form of contract to be signed with Microsoft.

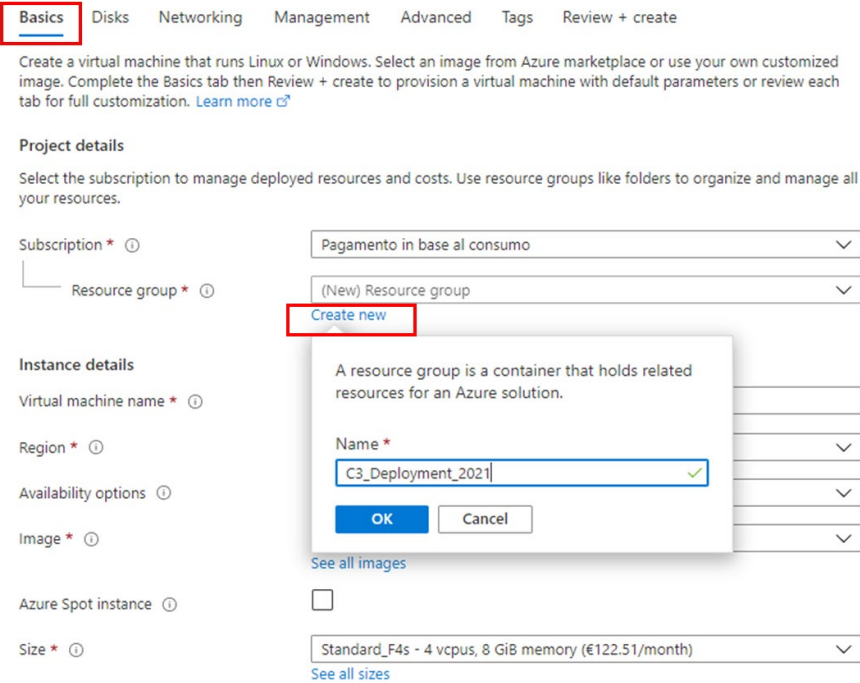
2.2 Basic

In the **Basic** tab, configure the fields as:

- a. **Resource group:** select the desired resource group or create a new group (as in the figure below);

Home > C³ - the Cloud Contact Center that talks to Teams >

Create a virtual machine



Basics Disks Networking Management Advanced Tags Review + create

Create a virtual machine that runs Linux or Windows. Select an image from Azure marketplace or use your own customized image. Complete the Basics tab then Review + create to provision a virtual machine with default parameters or review each tab for full customization. [Learn more](#)

Project details

Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and manage all your resources.

Subscription *

Resource group * [Create new](#)

Instance details

Virtual machine name *

Region *

Availability options

Image *

Azure Spot instance

Size * [See all sizes](#)

Modal Dialog:

A resource group is a container that holds related resources for an Azure solution.

Name * ✓

- b. **Virtual machine name:** insert your preferred name (in the figure below “C³-Deployment”);
- c. **Region:** select your Country area
- d. **Size:** this field should be automatically set to the minimum required size for the C³ – Cloud Contact Center to work. The table below gives further information about the VM specifications based on the requirements of the contact center in terms of agents and channels. In case of doubts, please contact support@midasolutions.com to verify the best size for your needs.

VM configuration	Max number of simultaneously logged agents + supervisors	Max number of channels
F2S (2vCPU, 4GB RAM, 160GB vHDD)	200	150
F4S (4vCPU, 8GB RAM, 320GB vHDD)	400	300
F8S (8vCPU, 16GB RAM, 640GB vHDD)	800	600

- e. **Authentication type:** select **Password** and insert the desired credentials.

Leave the other field by default.

Home > C3 - the Cloud Contact Center that talks to Teams >

Create a virtual machine

Basics Disks Networking Management Advanced Tags Review + create

Create a virtual machine that runs Linux or Windows. Select an image from Azure marketplace or use your own customized image. Complete the Basics tab then Review + create to provision a virtual machine with default parameters or review each tab for full customization. [Learn more](#)

Project details

Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and manage all your resources.

Subscription *

Resource group * [Create new](#)

Instance details

Virtual machine name *

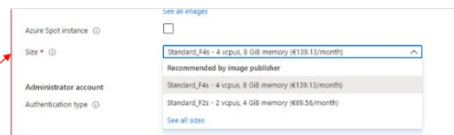
Region *

Availability options

Image * [See all images](#)

Azure Spot instance

Size * [See all sizes](#)



Administrator account

Authentication type SSH public key Password

Username *

Password *

Confirm password *

Inbound port rules

Select which virtual machine network ports are accessible from the public internet. You can specify more limited or granular network access on the Networking tab.

Public inbound ports * None Allow selected ports

Select inbound ports *

⚠ This will allow all IP addresses to access your virtual machine. This is only recommended for testing. Use the Advanced controls in the Networking tab to create rules to limit inbound traffic to known IP addresses.

2.3 Disks

1. Proceed by clicking on **Next: Disks** and select the desired **OS disk type**. No other settings are required.

Home > C³ - the Cloud Contact Center that talks to Teams >

Create a virtual machine

Basics **Disks** Networking Management Advanced Tags Review + create

Azure VMs have one operating system disk and a temporary disk for short-term storage. You can attach additional data disks. The size of the VM determines the type of storage you can use and the number of data disks allowed. [Learn more](#)

Disk options

OS disk type *

The selected VM size supports premium disks. We recommend Premium SSD for high IOPS workloads. Virtual machines with Premium SSD disks qualify for the 99.9% connectivity SLA.

Encryption type *

Enable Ultra Disk compatibility Ultra disk is available only for Availability Zones in northeurope.

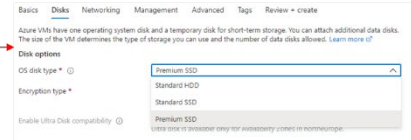
Data disks

You can add and configure additional data disks for your virtual machine or attach existing disks. This VM also comes with a temporary disk.

LUN	Name	Size (GiB)	Disk type	Host caching
-----	------	------------	-----------	--------------

[Create and attach a new disk](#) [Attach an existing disk](#)

Advanced



Note: this step creates a minimal disk that is good enough for PoC or trial purposes, but would not be sufficient for a fully operational system. The table below provides the guidelines for sizing the disk based on the number of channels and users. Please refer to your Mida Solutions reference person if you have any doubt about its interpretation or if your requirements are not included.

VM configuration	Max number of simultaneously logged agents + supervisors	Max number of channels
2vCPU, 4GB RAM, 160GB vHDD	200	150
4vCPU, 8GB RAM, 320GB vHDD	400	300
8vCPU, 16GB RAM, 640GB vHDD	800	600

If you would also deploy Mida Recorder, the disk size should be selected based on the traffic volume and retention period. As a rule of thumb, 1 Erlang of traffic under an average usage (8 busy hours/day) requires about 8 Gbyte of storage every month (30 days). You may try to use this rule to size the additional disk required by the recorder, but it's strongly suggested that you consult your Mida Solutions reference person to get advice.

To compute the required disk size, follow these steps:

- Determine the peak Erlang rate **E** of your network. This value is used to license the recorder, so it should be available from the license itself or by contacting your Mida Solutions representative
- Determine the number of busy hours **BH** for your network. This is the number of hours where you expect to have traffic to be recorded
- Determine the retention period **RP** for the recorded calls, i.e. how long such calls must be kept in the Recorder's storage

- Compute the required storage (in GB) using the following formula:

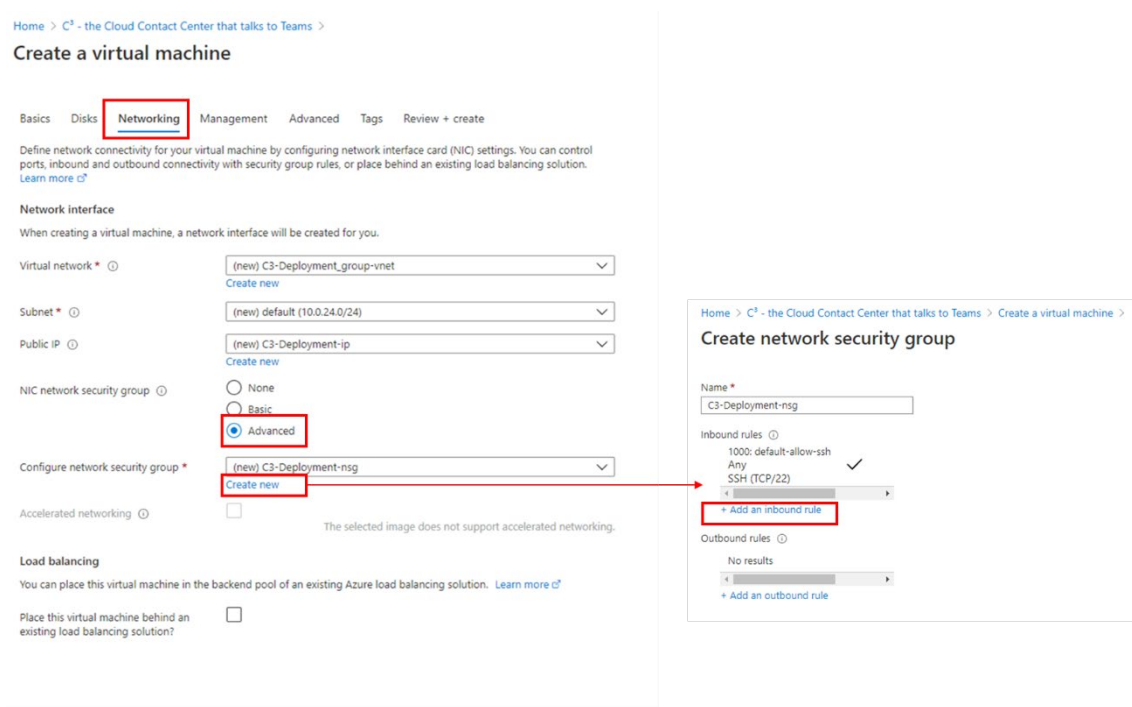
$$S = \frac{E \times BH \times RP \times 34560}{1024 \times 1024}$$

2. Proceed by clicking on **Next: Networking**;

2.4 Networking

In the **Networking** tab:

- Virtual network:** select the desired virtual network from the dropdown menu;
- NIC network security group:** select advanced and create a new security group.
The network security group allows defining which network ports should be opened. You will have to configure them as detailed below.
To start, click **Create new** in the **Configure network security group** option.



Home > C³ - the Cloud Contact Center that talks to Teams >

Create a virtual machine

Basics Disks **Networking** Management Advanced Tags Review + create

Define network connectivity for your virtual machine by configuring network interface card (NIC) settings. You can control ports, inbound and outbound connectivity with security group rules, or place behind an existing load balancing solution. [Learn more](#)

Network interface
When creating a virtual machine, a network interface will be created for you.

Virtual network * (new) C3-Deployment_group-vnet
[Create new](#)

Subnet * (new) default (10.0.240/24)
[Create new](#)

Public IP (new) C3-Deployment-ip
[Create new](#)

NIC network security group None Basic **Advanced**

Configure network security group * (new) C3-Deployment-nsg
[Create new](#)

Accelerated networking The selected image does not support accelerated networking.

Load balancing
You can place this virtual machine in the backend pool of an existing Azure load balancing solution. [Learn more](#)

Place this virtual machine behind an existing load balancing solution?

Home > C³ - the Cloud Contact Center that talks to Teams > Create a virtual machine >

Create network security group

Name * C3-Deployment-nsg

Inbound rules

Name	Destination	Protocol	Priority	State
1000: default-allow-ssh	Any	SSH (TCP/22)		✓

[+ Add an inbound rule](#)

Outbound rules

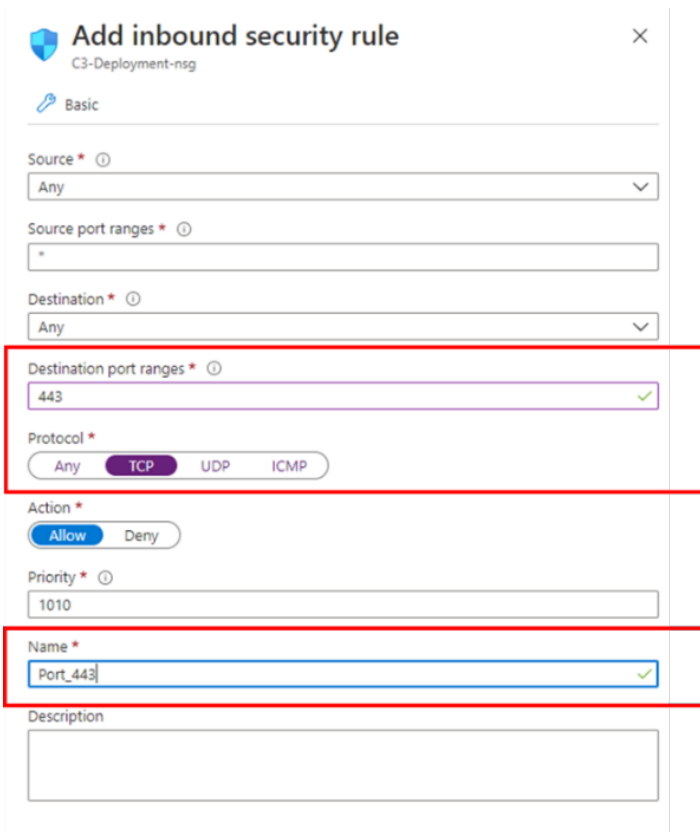
No results

[+ Add an outbound rule](#)

To add the inbound security rules, click on **Add an inbound rule** and, in the **Add inbound security rule** section insert the **Destination port ranges**, select the **Protocol** and give the new port the desired **Name**. Do this for all the ports listed in the table below.

Ports to be opened are:

- 443/tcp,
- 80/tcp,
- 4573/tcp,
- 5060/tcp,
- 10000-20000/udp,
- 161/udp, 5060/udp,
- 5038/tcp,
- 3535/tcp,
- 3536/tcp.



Add inbound security rule
C3-Deployment-nsg

Basic

Source *

Source port ranges *

Destination *

Destination port ranges *

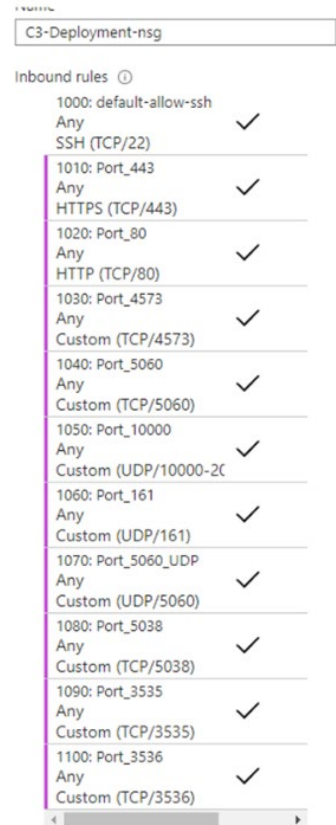
Protocol * Any TCP UDP ICMP

Action * Allow Deny

Priority *

Name *

Description



C3-Deployment-nsg

Inbound rules

1000: default-allow-ssh	Any	SSH (TCP/22)	✓
1010: Port_443	Any	HTTPS (TCP/443)	✓
1020: Port_80	Any	HTTP (TCP/80)	✓
1030: Port_4573	Any	Custom (TCP/4573)	✓
1040: Port_5060	Any	Custom (TCP/5060)	✓
1050: Port_10000	Any	Custom (UDP/10000-20000)	✓
1060: Port_161	Any	Custom (UDP/161)	✓
1070: Port_5060_UDP	Any	Custom (UDP/5060)	✓
1080: Port_5038	Any	Custom (TCP/5038)	✓
1090: Port_3535	Any	Custom (TCP/3535)	✓
1100: Port_3536	Any	Custom (TCP/3536)	✓

Once completed, the opened port list should look as shown in the picture on the right.

If the configuration is completed, click **OK** and then **Next: Management**.

2.5 Management

1. In the **Management** tab, just select the desired **Boot diagnostic**

Home > C³ - the Cloud Contact Center that talks to Teams >

Create a virtual machine

Basics Disks Networking **Management** Advanced Tags Review + create

Configure monitoring and management options for your VM.

Azure Security Center

Azure Security Center provides unified security management and advanced threat protection across hybrid cloud workloads.
[Learn more](#)

✔ Your subscription is protected by Azure Security Center basic plan.

Monitoring

Boot diagnostics Enable with managed storage account (recommended)
 Enable with custom storage account
 Disable

Enable OS guest diagnostics

Identity

System assigned managed identity

Azure Active Directory

Login with AAD credentials (Preview)

⚠ This image does not support Login with AAD.

Auto-shutdown

Enable auto-shutdown

[Review + create](#) < Previous Next: Advanced >

2. Click on **Review + create** once complete.
3. In the **Review + create** page, review all Virtual Machine details and click on **Create** to proceed with the Virtual Machine deployment.

Home > C³ - the Cloud Contact Center that talks to Teams >

Create a virtual machine

Validation passed

Basics Disks Networking Management Advanced Tags **Review + create**

PRODUCT DETAILS

C³ - the Cloud Contact Center that talks to Teams by MIDA SOLUTIONS
Microsoft Enterprise Contract | Privacy policy

Standard F2s by Microsoft
Terms of use | Privacy policy

Not covered by credits ⓘ
0.0000 EUR/hr

Subscription credits apply ⓘ
0.0953 EUR/hr
Pricing for other VM sizes

TERMS

By clicking "Create", I (a) agree to the legal terms and privacy statement(s) associated with the Marketplace offering(s) listed above; (b) authorize Microsoft to bill my current payment method for the fees associated with the offering(s), with the same billing frequency as my Azure subscription; and (c) agree that Microsoft may share my contact, usage and transactional information with the provider(s) of the offering(s) for support, billing and other transactional activities. Microsoft does not provide rights for third-party offerings. See the [Azure Marketplace Terms](#) for additional details.

Name

Preferred e-mail address *

Preferred phone number *

Create < Previous Next > Download a template for automation

Home >

CreateVm-midasolutions.midalcc01-midalcc01-20210122121912 | Overview

Deployment

Search (Ctrl+/) Delete Cancel Redeploy Refresh

Overview Inputs Outputs Template

We'd love your feedback! →

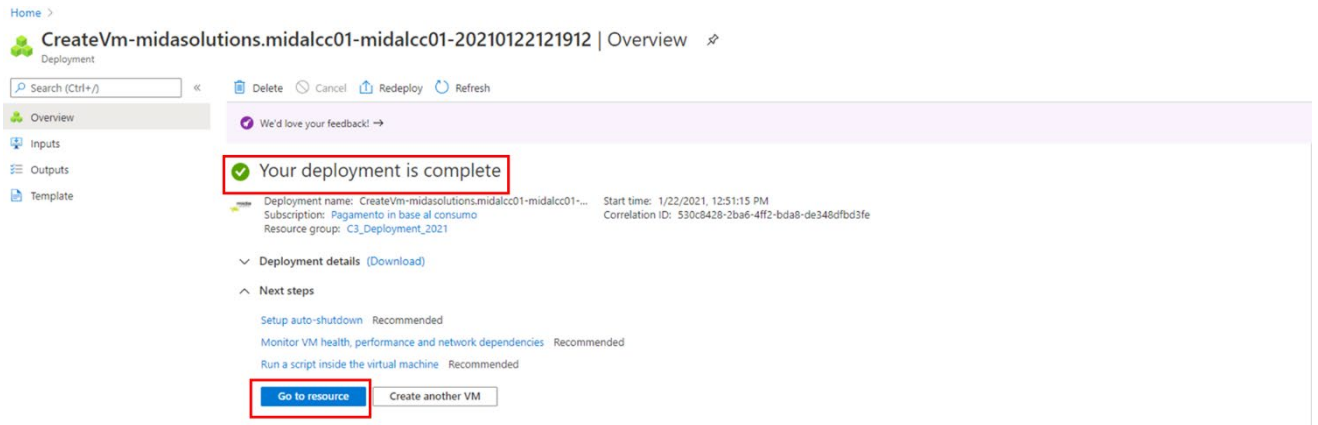
Deployment is in progress

Deployment name: CreateVm-midasolutions.midalcc01-midalcc01-... Start time: 1/22/2021, 12:51:15 PM
Subscription: Pagamento in base al consumo Correlation ID: 530c8428-2ba6-4ff2-bda8-de348dfbd3fe
Resource group: C3_Deployment_2021

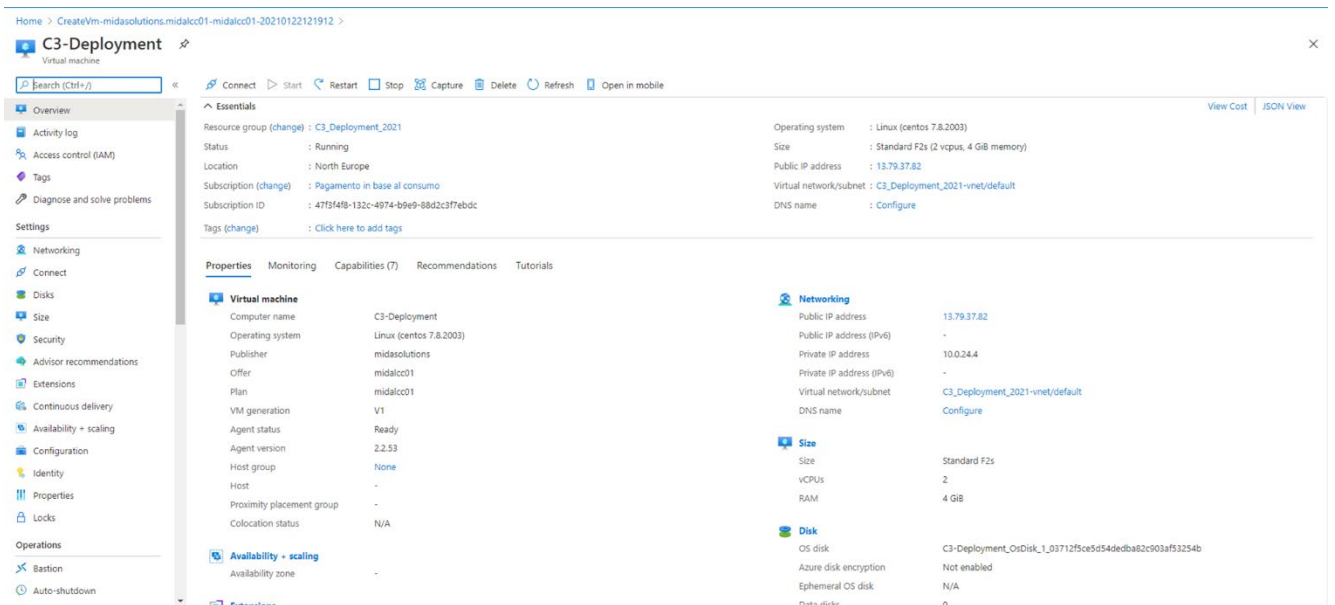
Deployment details (Download)

Resource	Type	Status	Operation details
C3-Deployment-ip	Microsoft.Network/publicAddresses	OK	Operation details
C3_Deployment_2021-vnet	Microsoft.Network/virtualNetworks	Created	Operation details
C3-Deployment-nsg	Microsoft.Network/networkSecurityGroups	OK	Operation details

This may take a while and the system will notify you once the procedure is complete.



When the deployment is completed, click **Go to resource**.
The page below will appear.



Please note that to use the VM, Microsoft Azure needs to activate an agent. If the agent activation is not automatically configured, open the created virtual machine from the virtual machine list, and go to **Setting > Properties**.

In Properties, you can see if the agent status is ready, as in the figure below. If not, you need to activate it.

Home > CreateVm-midasolutions.midalcc01-midalcc01-20210122121912 > C3-Deployment

C3-Deployment | Properties

Virtual machine

Search (Ctrl+/)

- Overview
- Activity log
- Access control (IAM)
- Tags
- Diagnose and solve problems

Settings

- Networking
- Connect
- Disks
- Size
- Security
- Advisor recommendations
- Extensions
- Continuous delivery
- Availability + scaling
- Configuration
- Identity
- Properties**
- Locks

Operations

- Bastion
- Auto-shutdown

Status: Running

Computer name: C3-Deployment

Public IP address/DNS name label: 13.79.37.82/<none>

Private IP address: 10.0.24.4

Operating system: Linux

VM generation: V1

Agent status: Ready

Agent version: 2.2.53

Ephemeral OS disk: N/A

Azure Spot eviction policy: N/A

Azure Spot eviction type:

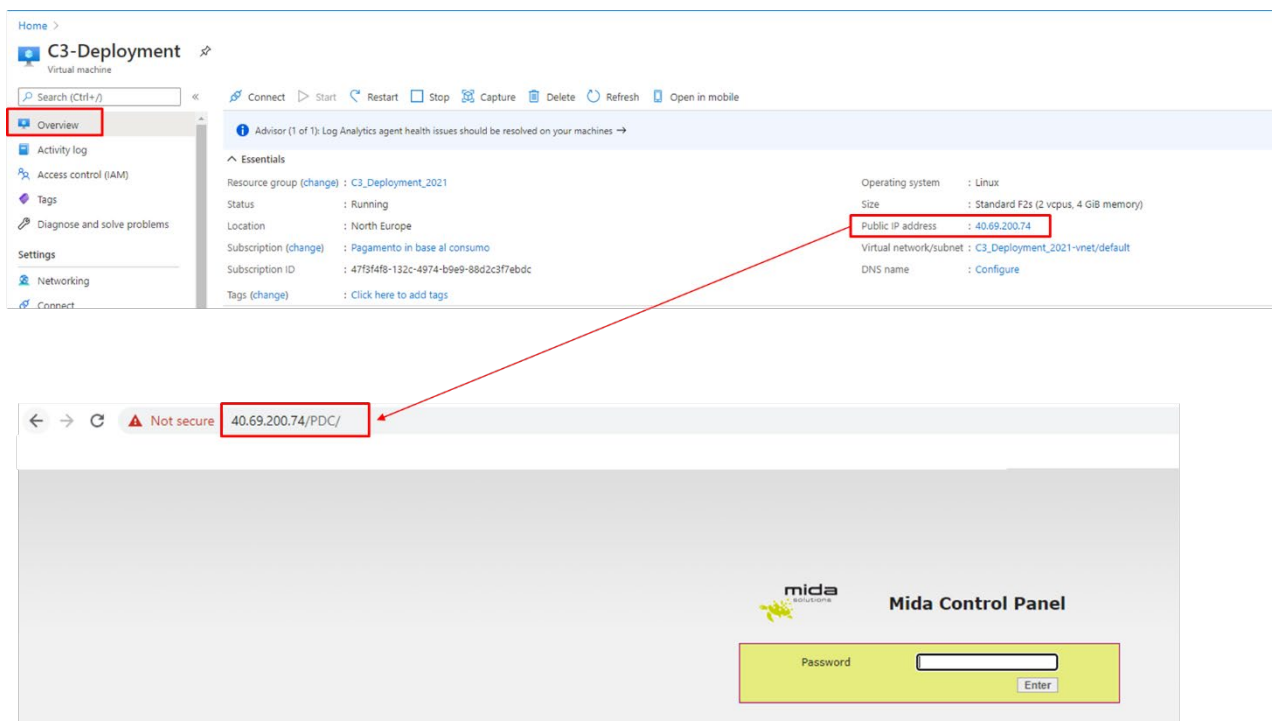
3. License application & install updates

3.1 License Request and Setup

To use the Mida products you have chosen, you need to install a valid system license.

Please note that the Virtual Machine you download from Azure Marketplace comes already with 30 days trial license with some limitations. It is for evaluation purposes only. If you plan to have a final deployment you should follow the procedures below to obtain a valid perpetual license.

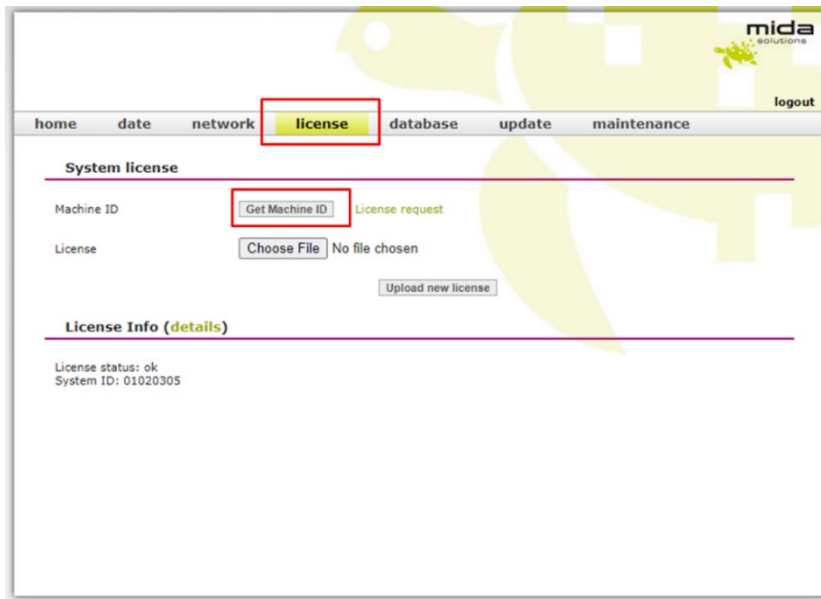
The Virtual Machine has a Public IP address. You can find it in the overview panel. Copy and paste it into a web browser, adding “/PDC/”, as in the figure below.



The first-access password is admin, do not forget to change it for future login.

Open the “license” tab (see picture below).

Press **Get Machine ID**.



Download the MidaGetLicense.mmid file from the system: this is required to submit a license request. Now you should get in contact with Mida Solutions to get your license. To do so, use the online **license request** form: <http://www.midasolutions.com/support/license-request/>

The form (see the following picture) shall be filled in reporting all relevant information such as your name and surname, email address, phone number, end customer company name, and reseller or System integrator you prefer to involve.

Upload the Machine ID file you just downloaded (.mmid) and specify the license type you are requesting: trial or final license. Click on the authorization flag, insert optional notes and press submit.

You will receive immediately a confirmation email and Mida will process your request as soon as possible.

Once you have received the **license file** from Mida Solutions, go back to the “/PDC/” web page you used to generate the .mmid file and upload it.

License Request

Have you completed our VM download process? Fill this form to get the license and start using our products in minutes!

First Name*

Please complete this required field.

Last Name*

Please complete this required field.

Email*

Please complete this required field.

Phone Number*

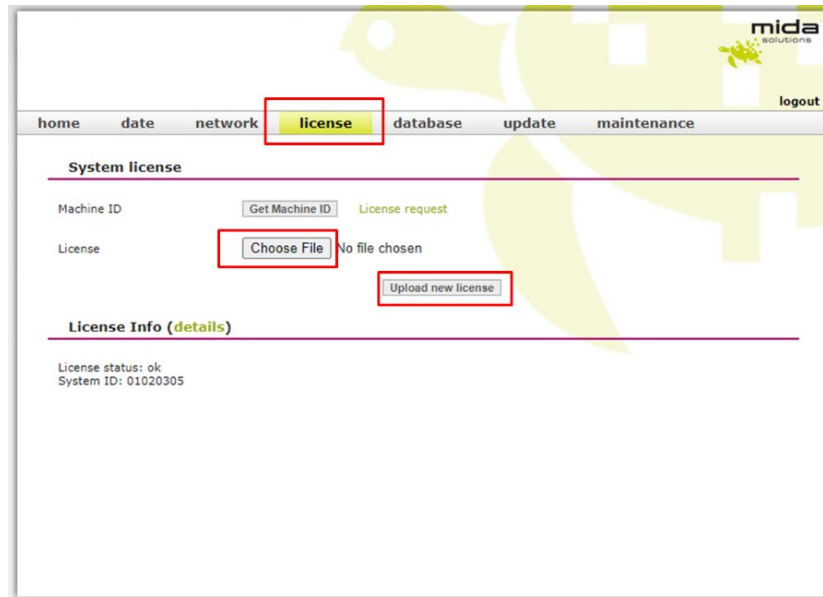
Company Name (end customer)*

Reseller or System Integrator name*

Machine ID (.mmid)*
 Nessun file selezionato

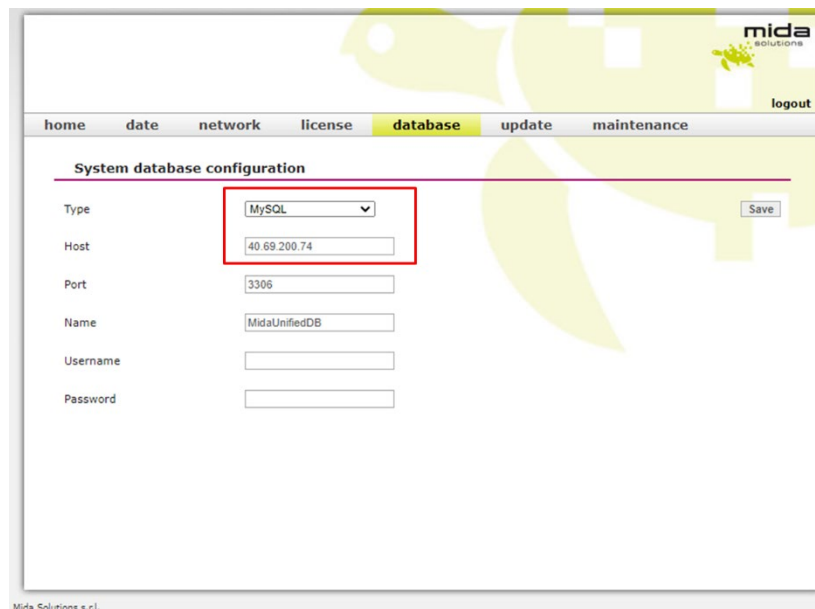
License type*
 Trial
 Final

To do so, press **Upload new license** (as in the picture below).



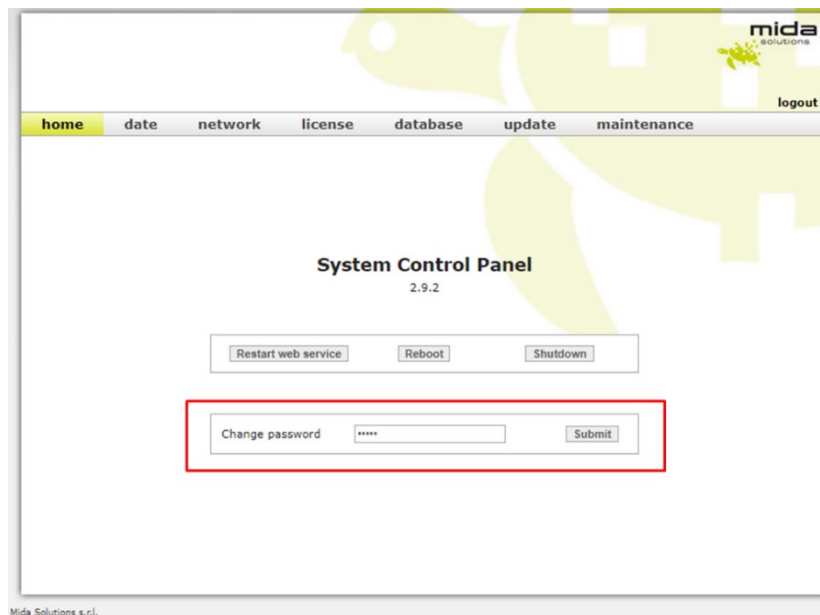
3.2 Preference settings

In the database area, you can configure the application's database. **Mida products normally make use of an internal database** (as in the picture below), **but can also use an external one.**



If you decide to use the internal database, don't change the default settings that appear on the page. Otherwise, select the database type (it could be MySQL or MS SQLServer) and provide values for all the required parameters.

To change the default password for the /PDC/, you should now go to the home section and set the new one.



Now you have correctly set the license and you can start using Mida Solutions' products. If you like, you can customize other sections (like "date", "maintenance") or you can leave them by default.

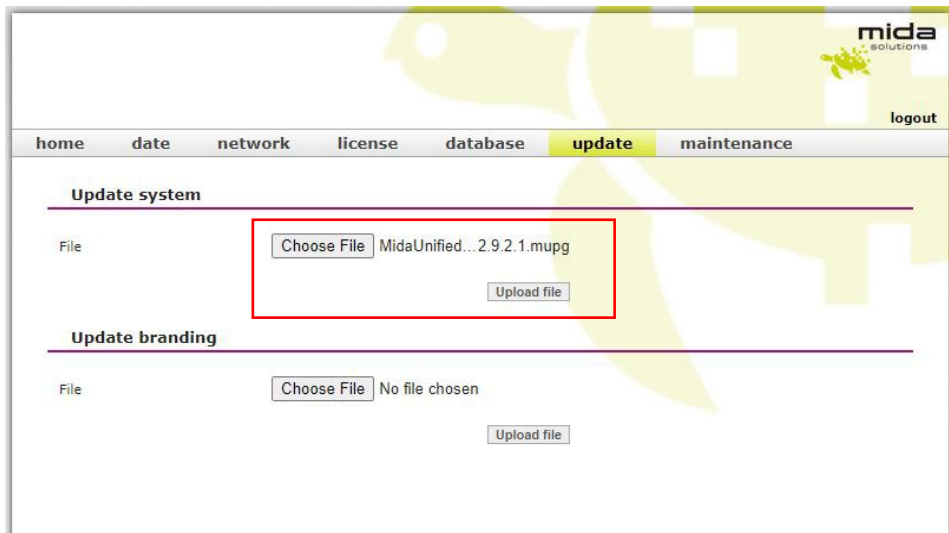
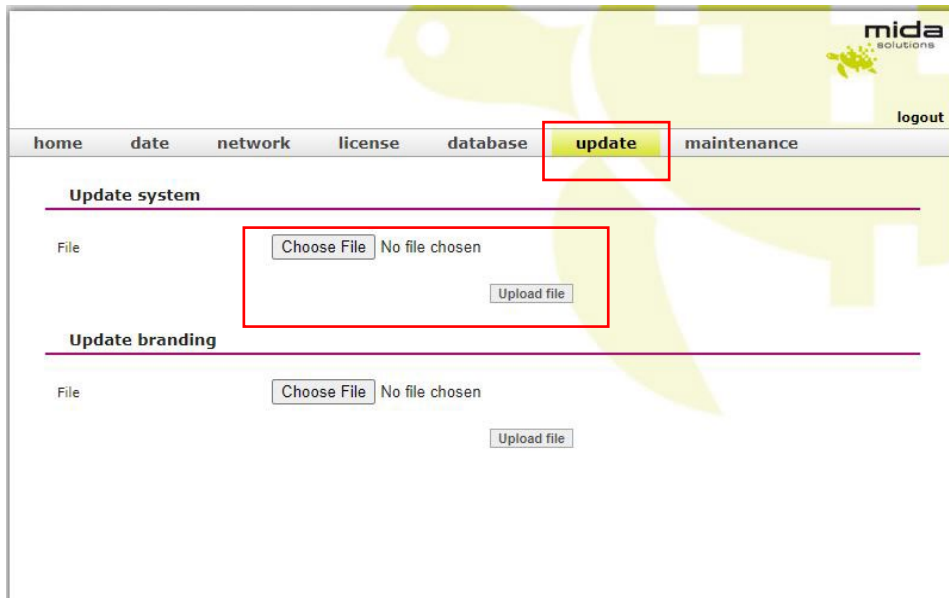
For further details on the Control Panel please refer to "Mida Appliance-Administration Manual".

For further details on the main platform portal and administration options please refer to "Mida Unified Portal-Administration & User Manual".

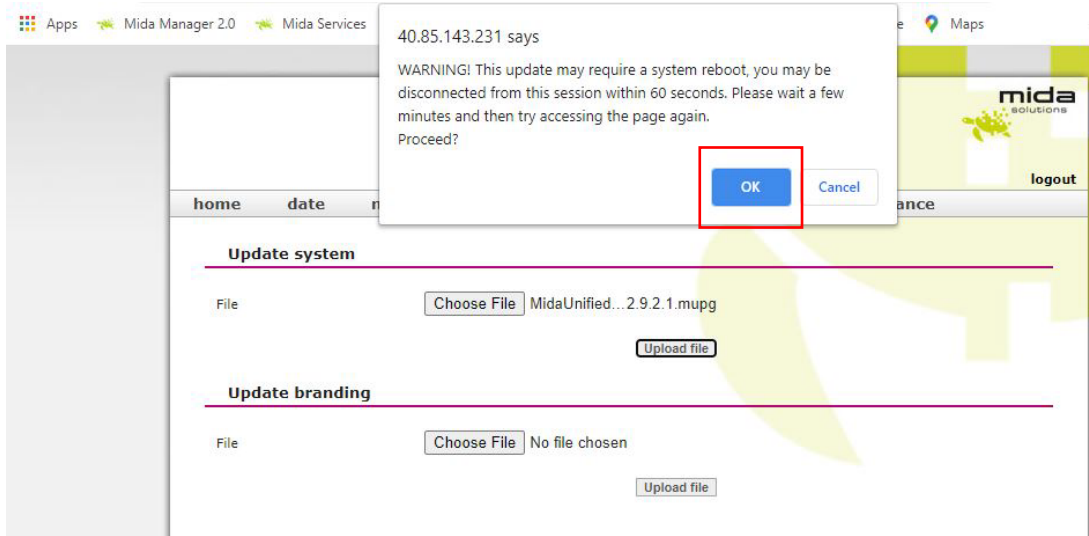
3.3 Update a new release

To make sure the installed version is the last one, **contact Mida Solutions at licensing@midasolutions.com**. In the event there is a more recent release available, we will send you a link from which you can download the image file (.mupg) to update it. You should then go to the "update" section of the PDC to upload and install it (as in the picture below).

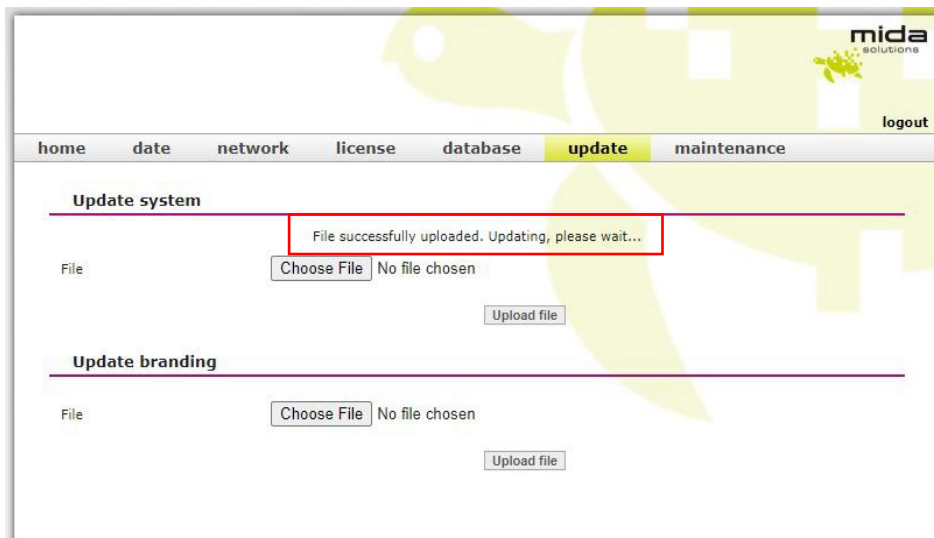
The update process normally requires some minutes, please wait and follow the instruction.



After clicking on “upload file” a pop-up will appear to warn you the upload may require a system reboot to be completed. Click ok and then wait for the update to be completed, the process might take some minutes.



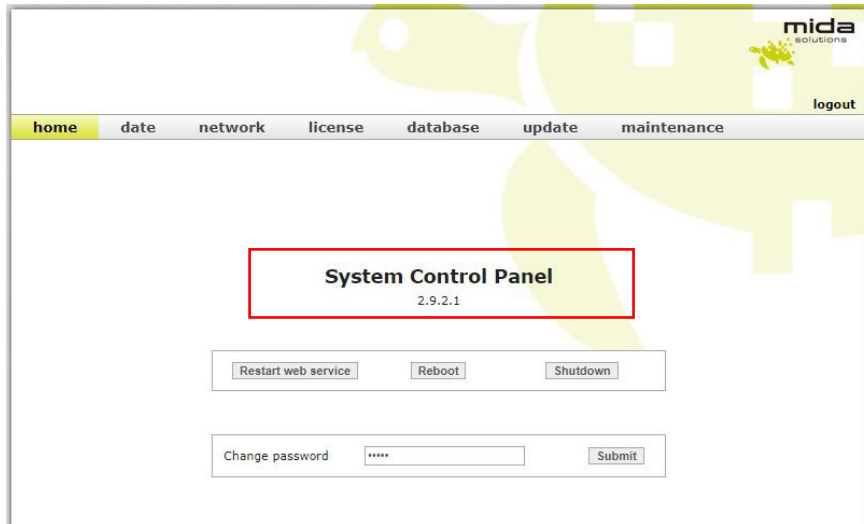
When the file is correctly uploaded, you will see a written notice. Now the update process will start.



Update in progress...

The system is currently updating, please wait...

Once the update has finished, in the "home" section you will see the new system release (as in the picture below). It is always a good practice to reboot the VM after updating it with a new release.



4. Configure SBC

For Microsoft Teams Direct Routing, Mida C³ - Cloud Contact Center could be integrated into the following certificated SBCs:

- Ribbon
- AudioCodes
- Oracle
- Cisco
- Avaya
- Italtel
- Nokia
- Patton

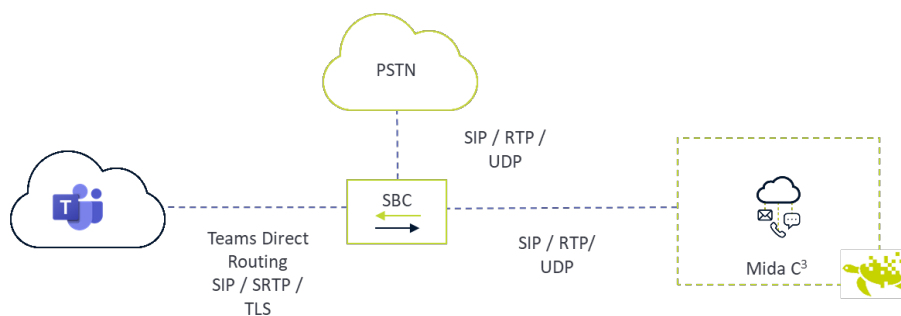
In this guide, Mida helps you to perform a **basic configuration of the Ribbon SWe Lite SBC and connect it to Mida C³ - Cloud Contact Center for Teams.**



Of course, both Teams and the SBC can have a much more complex configuration to address specific needs in the customer's architecture. Fields not mentioned, in this guide, can maintain default values.

There are three main steps you should do:

- Connect the SBC to Teams
- Connect Mida C³ - Cloud Contact Center to the SBC
- Connect the PSTN to the SBC



Team users must have a phone number in E.164 format, with the "+" character at the beginning. The same applies to all numbers that a Teams user calls through the PSTN network. So, the simplest solution is to configure the agents in C³ directly with their telephone number in Teams, which will be in the format +<country code><area code><telephone number>.

Note that Teams agents must necessarily have the Phone System license and they must be configured as agents in C³ (for details on this, please refer to the [Mida C³ - Configuration Guide](#)).

1. **Configuration of transformation rules (Transformation).** These are rules to handle the called numbers and CLIDs. The following rules must be created:
 - Rules for calls routed to Teams
 - Rules for calls routed to C³
2. **Configuring the Call Routing Table.** Indicates how to handle the calls coming in from the different connections. The following tables must be created:
 - Tables for calls coming from Teams
 - Tables for calls coming from C³
 - Tables for calls coming from the PSTN
3. **SIP Profiles (SIP Profiles).** They define how to handle SIP dialogues in the different interfaces. SIP profiles must be created for the following interfaces:
 - Teams
 - C³
 - PSTN
4. **Server Tables (SIP Server Tables).** They contain the information required to reach the different servers the SBC is connected to. Server tables must be created to reach:
 - Teams
 - C³
 - PSTN
5. **Media List.** It defines the configuration of the media that can be used in the different interfaces, also according to the different licenses available in the SBC. In our example, we consider the minimal hypothesis of using G.711 only, with its two variants A-Law and u-Law. Lists must be defined for the following interfaces
 - Teams
 - C³
 - PSTN
6. **Signaling Groups.** They define how the various connection interfaces are to be managed by appropriately combining all the configurations set out in the previous points. Signaling groups must be created for the following interfaces:
 - Teams
 - C³
 - PSTN

4.1 Configurations – Ribbon SBC SWe Lite



This guide assumes that:

- The SBC network interfaces are configured with the appropriate IP addresses

- The configuration of the SBC required to connect Ribbon SBC to Microsoft Teams has been completed following the instructions in the [Ribbon configuration guide](#).
- the SBC is regularly equipped with the necessary licenses
- the SBC has the necessary certificates on board (see the [Ribbon configuration guide](#))

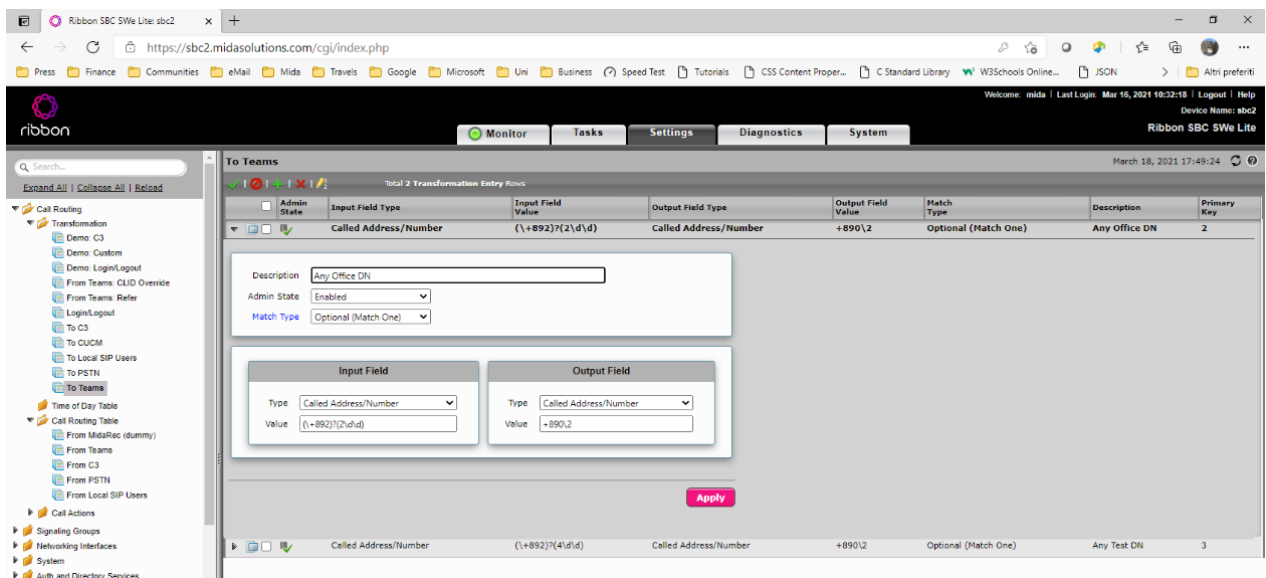
If the SBC is in Azure all this requires only one network interface with a static IP.

4.2 Connect Mida C³ - Cloud Contact Center and PSTN to Ribbon SBC SWe Lite

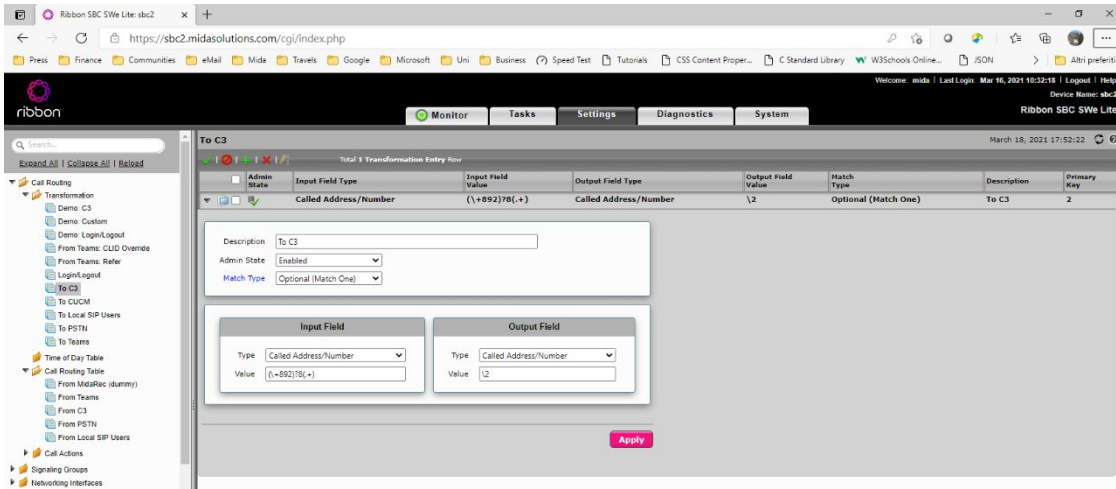
To set up the connection between Mida C³ - Cloud Contact Center and the Ribbon SBC, follow the steps below and insert values as stated in the screenshots if no other values are specified.

1. Go to **Call Routing > Transformation** and create a new **Transformation table**. This transformation will change the call destination with the proper Teams number.

Transformation table - To Teams

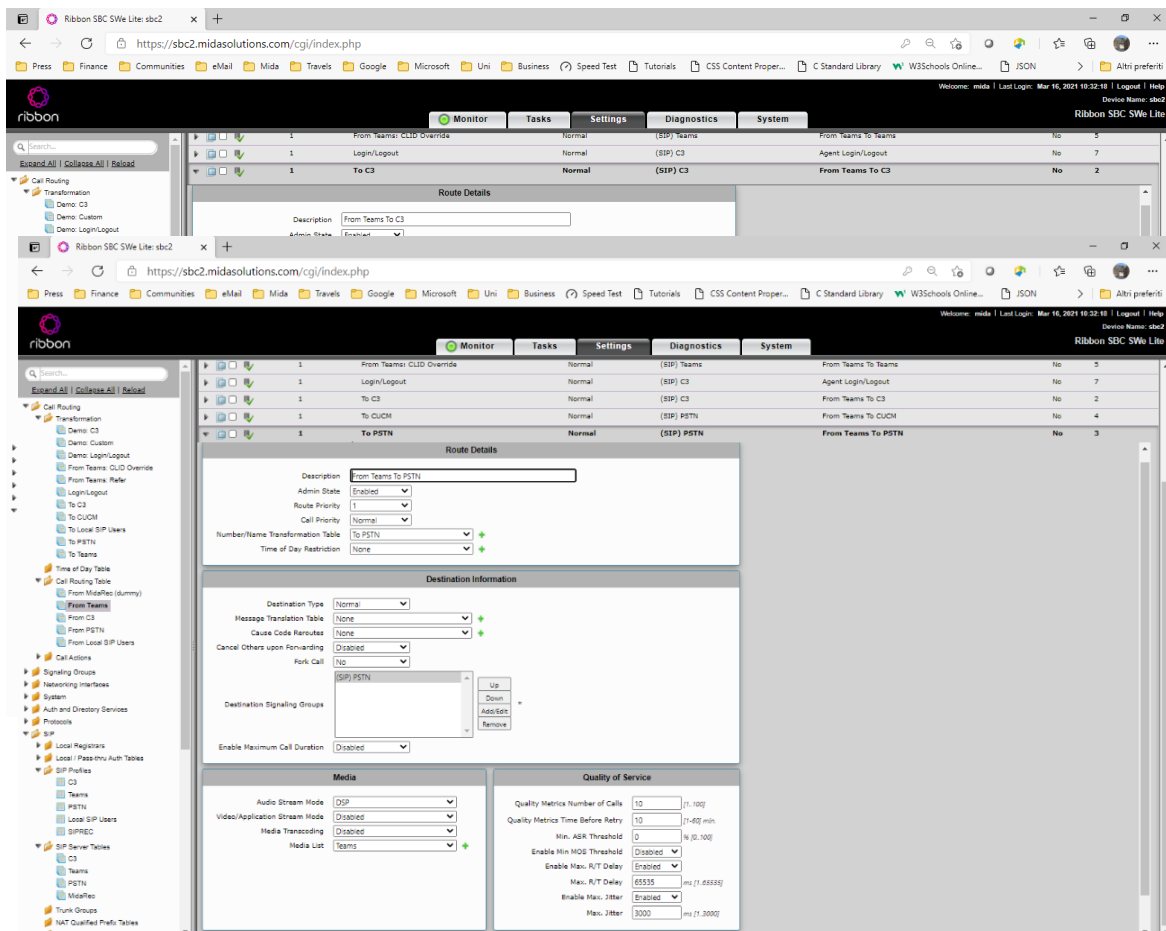


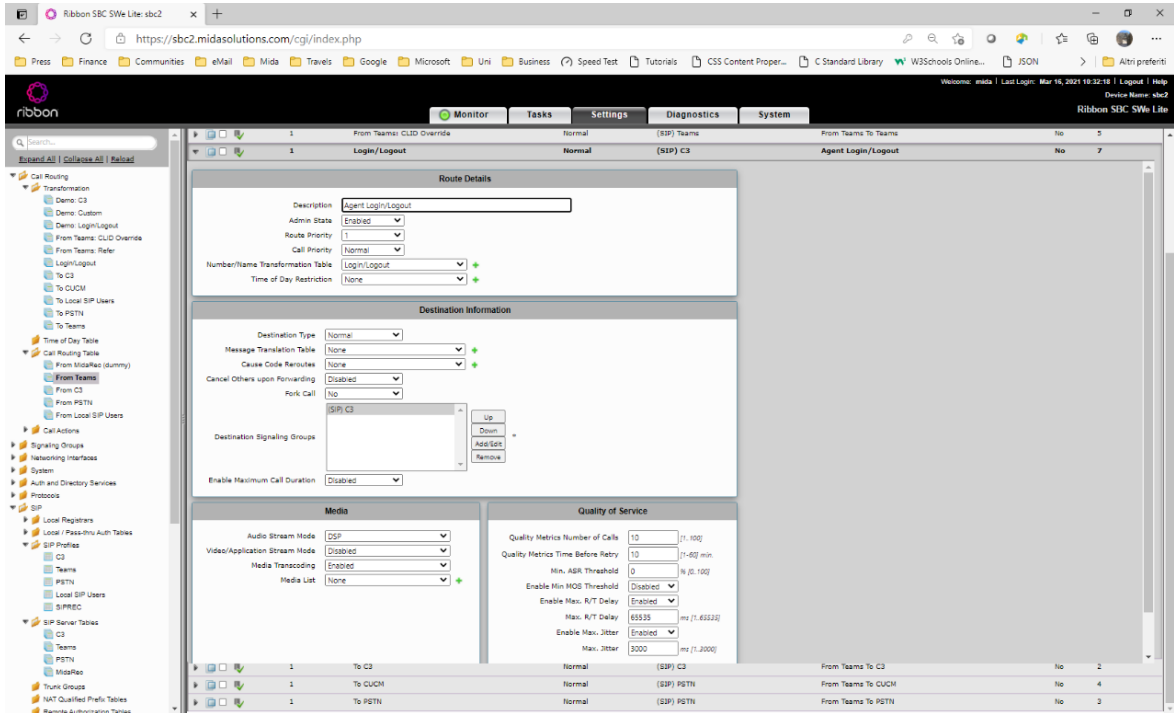
Transformation table - To C3



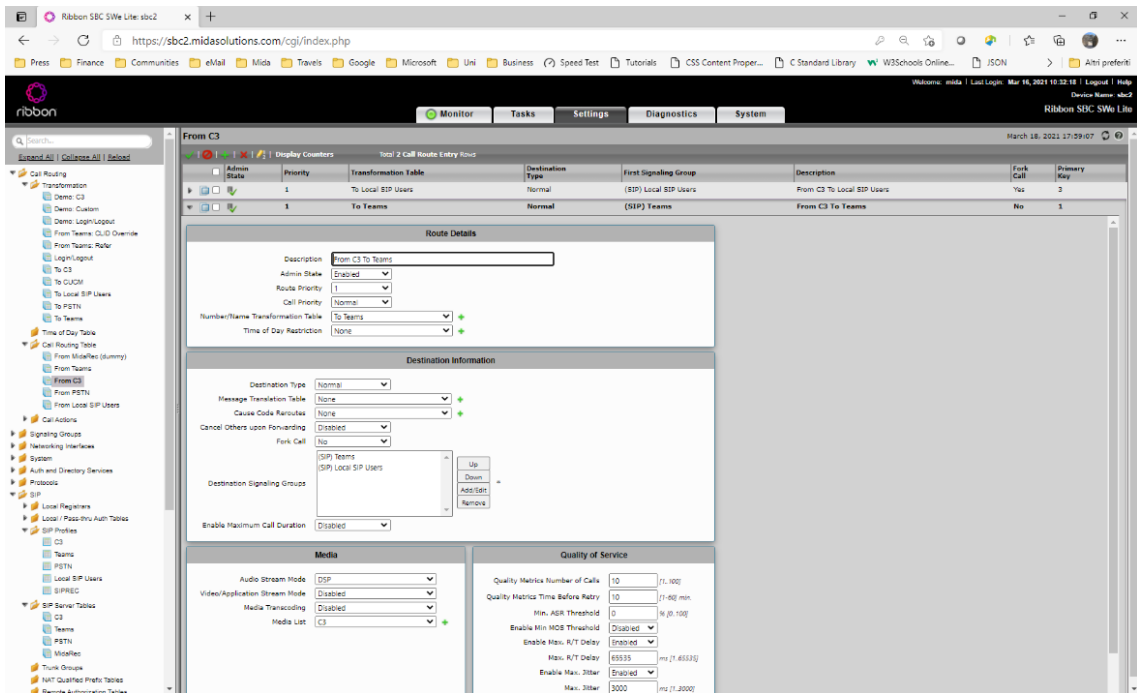
2. Go to **Call Routing > Call Routing Table** and create the new call routes.

Call Routing Table - From Teams

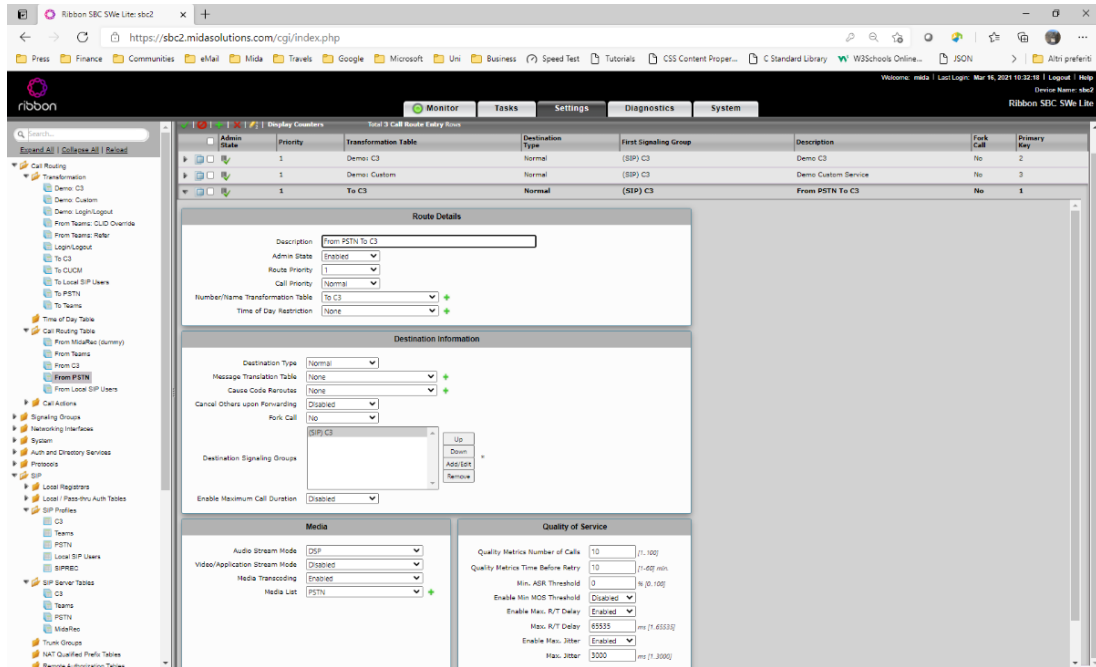




Call Routing Table - From C³

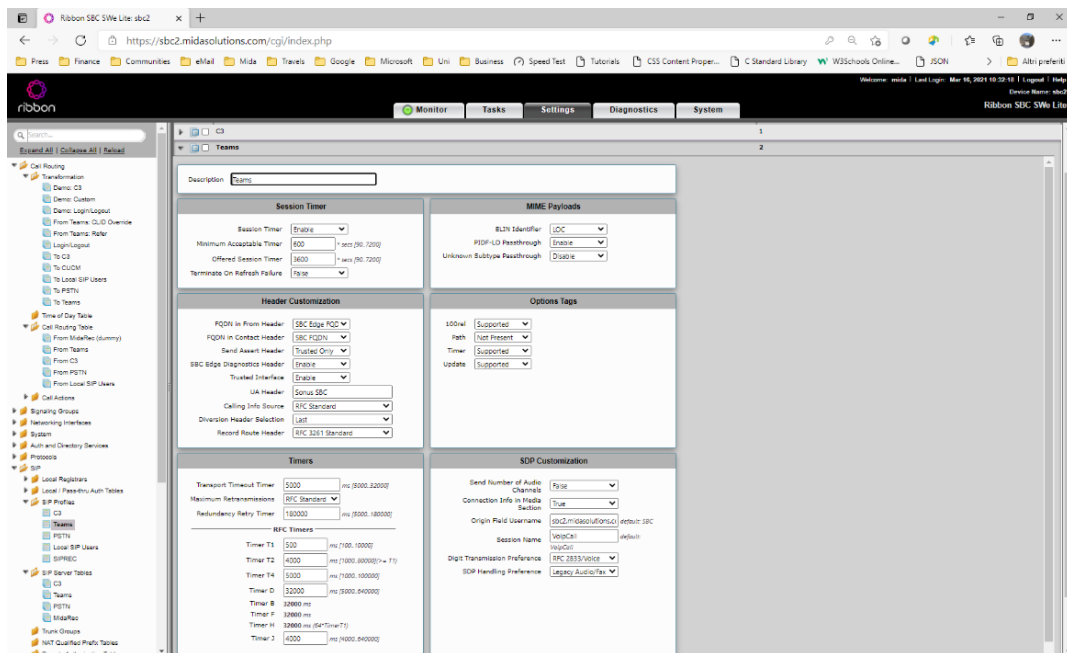


Call Routing Table - From PSTN

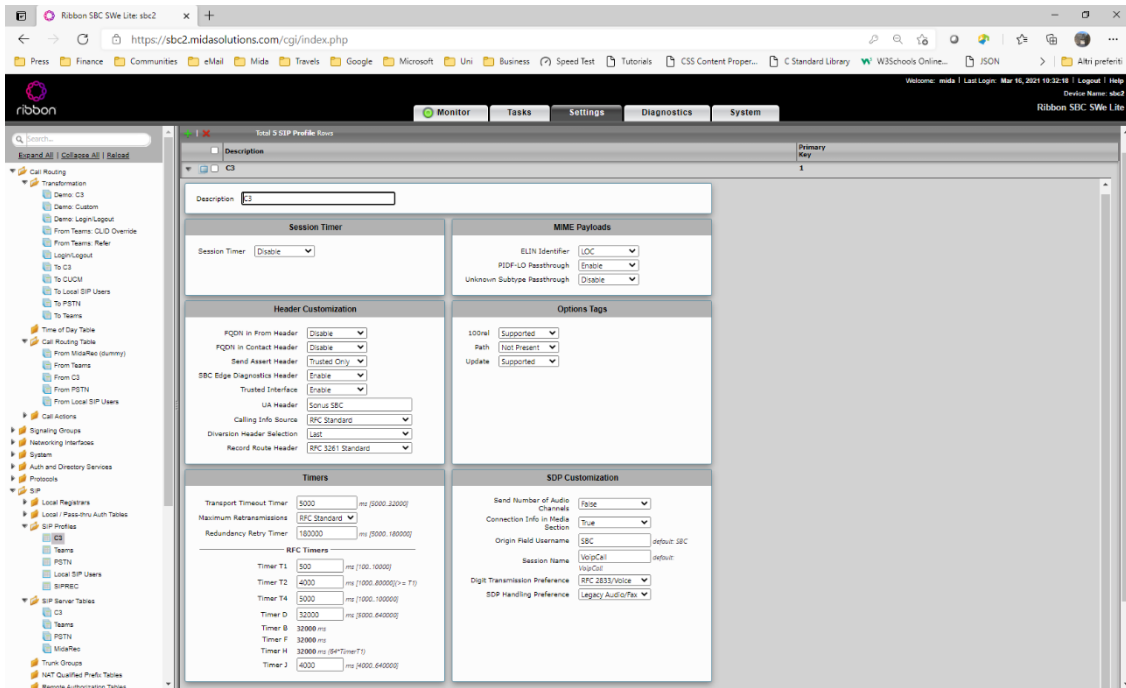


3. Go to **SIP > SIP Profiles** and create these new entries.

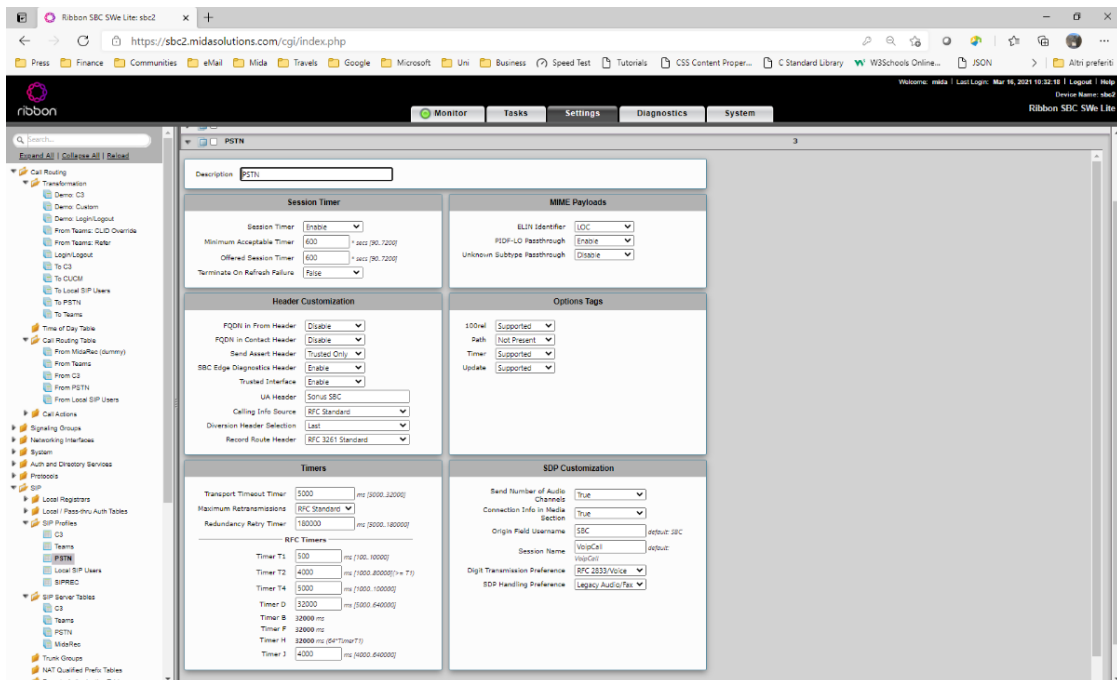
SIP Profiles - Teams



SIP Profiles - C³

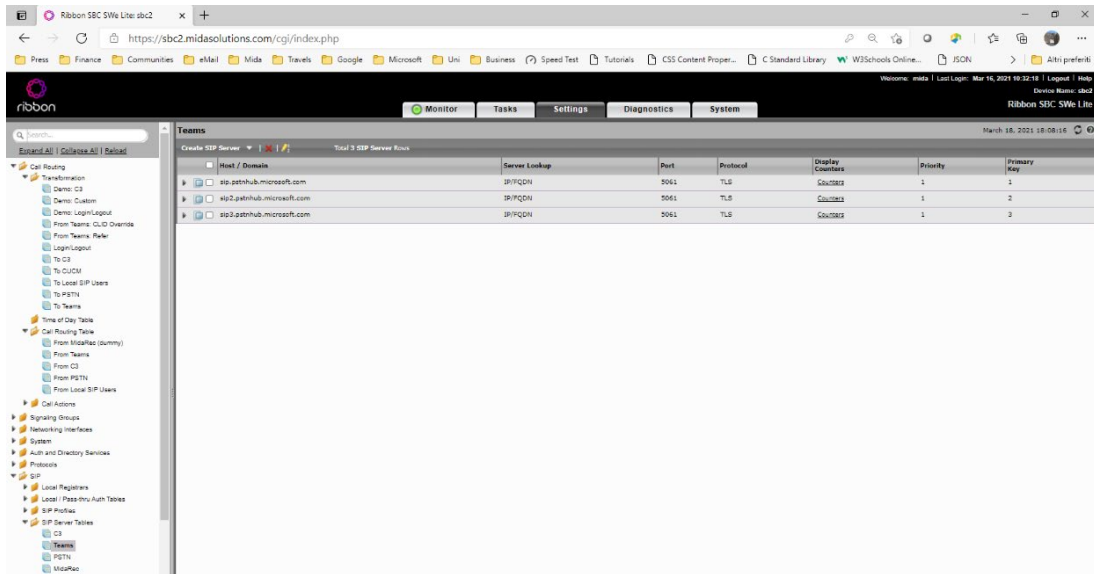


SIP Profiles – PSTN

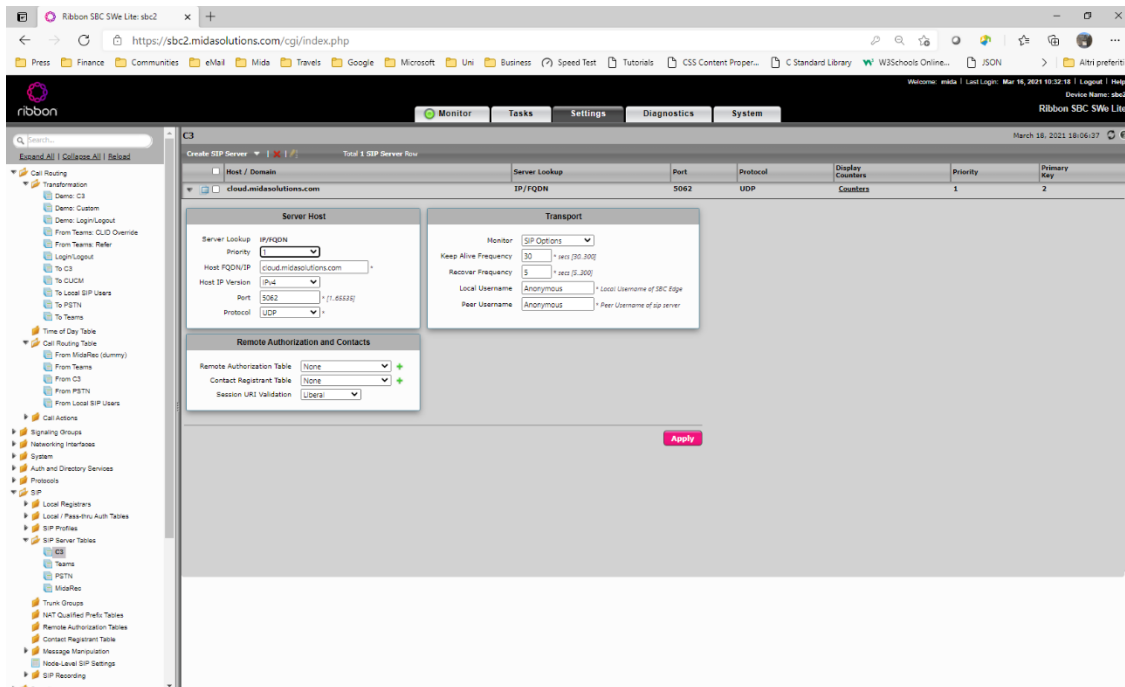


4. Go to **SIP > SIP Server Tables** and create a new SIP Server.

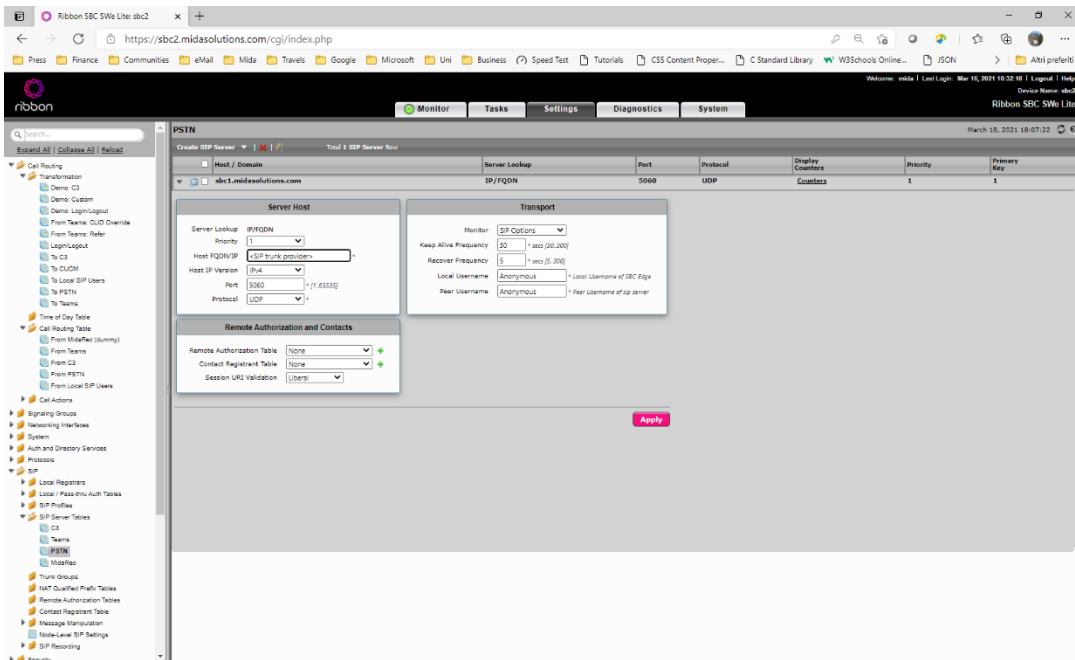
SIP Server - Teams (follow the [Ribbon configuration guide](#))



SIP Server - C³

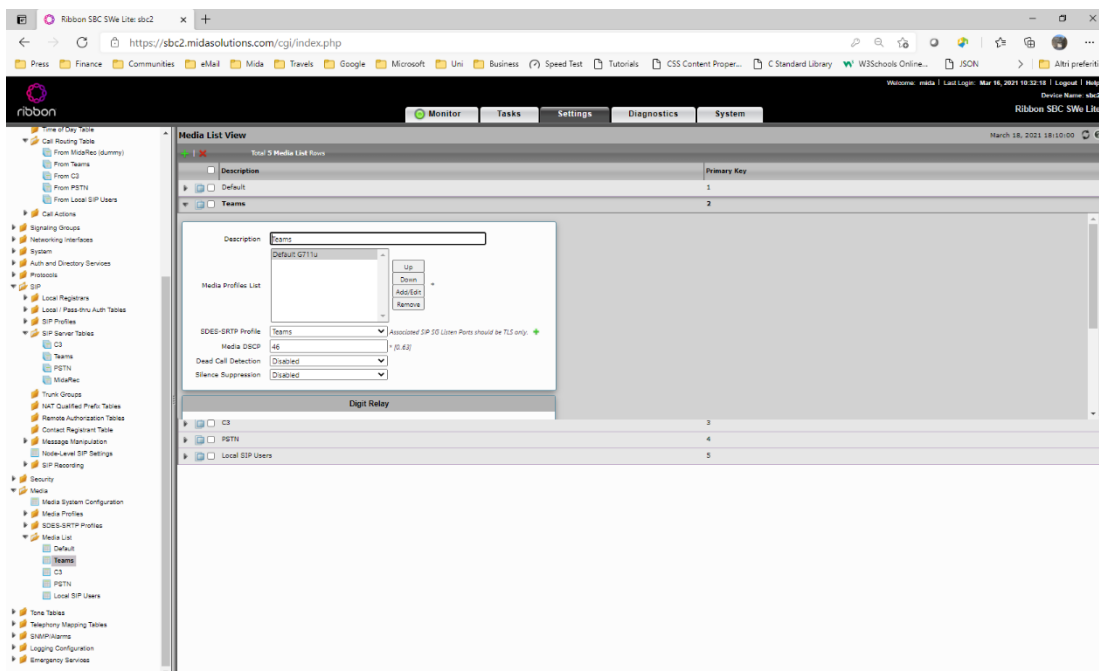


SIP Server - PSTN

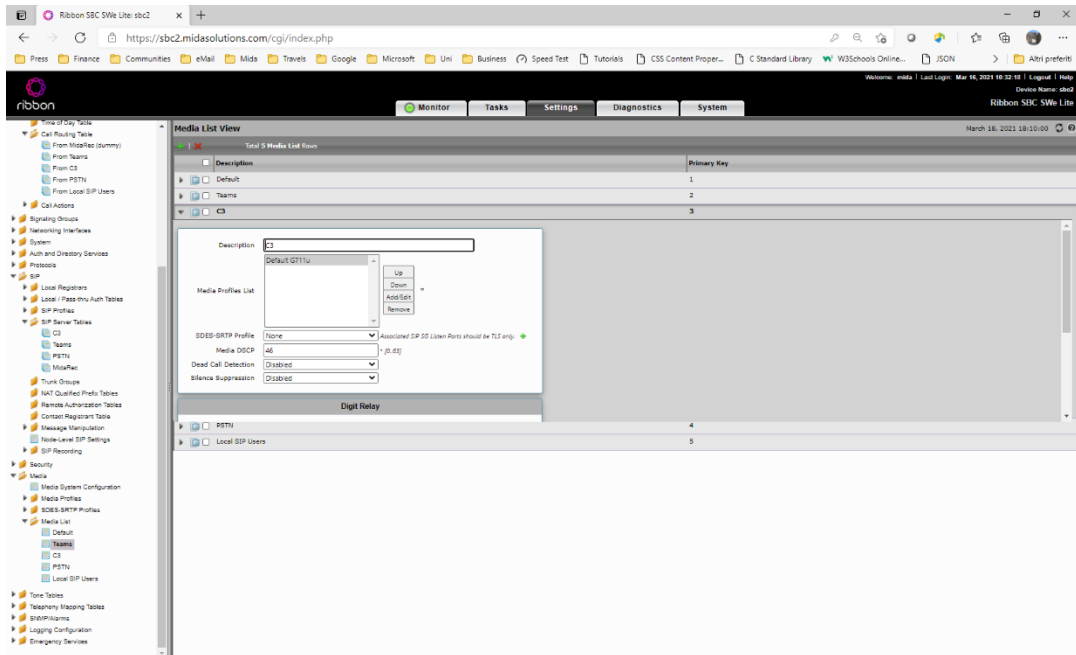


5. Go to **Media List** and create these new entries

Media List – Teams

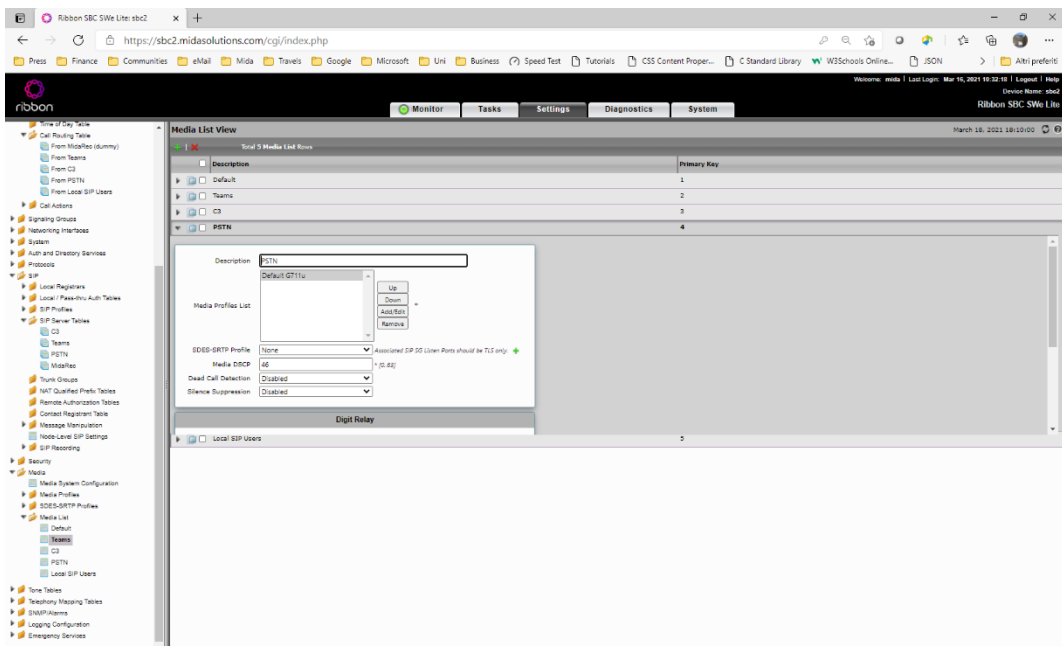


Media List - C3



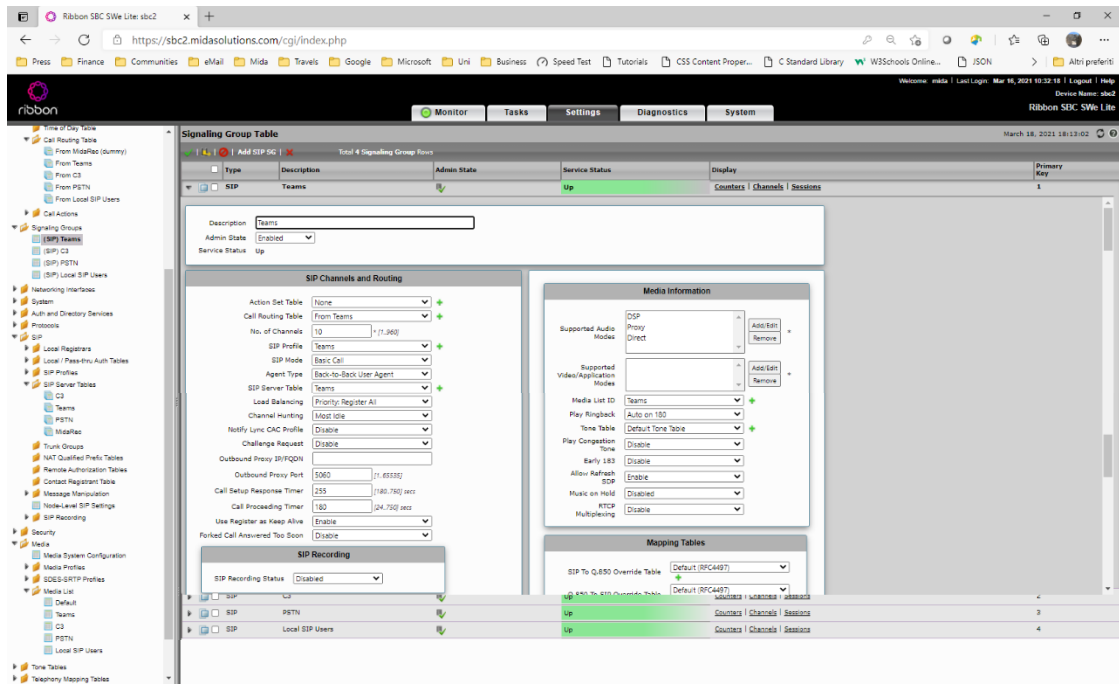
Select a single codec, or A-Law or u-Law.

Media List - PSTN



6. **Signaling Groups** and create a new entry (“*Signaling Group*”)

Signaling Groups - Teams (follow the [Ribbon configuration guide](#))



The screenshot displays the 'Signaling Group Table' configuration page in the Ribbon SBC SWE Lite interface. The main table shows 4 rows of Signaling Group Rows. The selected row is for 'SIP Teams' with a service status of 'Up'. The configuration details for this row are shown in a modal window.

Type	Description	Admin State	Service Status	Display	Primary Key
SIP	Teams	Up	Up	Counters Channels Sessions	1
SIP	C3	Up	Up	Counters Channels Sessions	2
SIP	PSTN	Up	Up	Counters Channels Sessions	3
SIP	Local SIP Users	Up	Up	Counters Channels Sessions	4

SIP IP Details Configuration:

- Pass-thru Peer SIP Response Code: Enable
- Teams Local Media Optimization: Disable
- Signaling/Media Private IP: Ethernet 1 IP (Dynamic)
- Signaling OSCP: 40
- NAT Traversal: Disabled
- ICE Support: Disabled
- Static NAT - Outbound: Static NAT
- Outbound NAT Traversal: Static NAT
- NAT Public IP (Signaling/Media): *PUBLIC STATIC IP* - IP Address
- Static NAT - Inbound: Static NAT
- Outbound NAT Traversal: Static NAT
- NAT Public IP (Signaling/Media): *PUBLIC STATIC IP* - IP Address
- Static NAT - Inbound: Static NAT
- Detection: Disabled

Listen Ports Configuration:

Port	Protocol	TLS Profile ID
5061	TLS	Teams

Federated IP/FQDN Configuration:

IP/FQDN	Network/Prefix
sip-all.pstnhub.microsoft.com	255.255.255.255

Message Manipulation: Enabled

Signaling Groups - C³

The screenshot displays the configuration page for Signaling Group C3 in the Ribbon SBC S/W Lite interface. The main configuration area is divided into several sections:

- SIP Channels and Routing:** Includes settings for Action Set Table (None), Call Routing Table (From C3), No. of Channels (10), SIP Profile (C1), SIP Mode (Basic Call), Agent Type (Back-to-Back User Agent), SIP Server Table (C3), Load Balancing (Round Robin), Channel Hunting (Most Idle), Notify Lync CAC Profile (Disable), Challenge Request (Disable), Outbound Proxy IP/FQDN, Outbound Proxy Port (5060), Call Setup Response Timer (255), Call Proceeding Timer (180), and Use Registrar as Keep Alive (Enable).
- Media Information:** Includes Supported Audio Modes (G.711), Supported Video/Application Modes, Media List ID (C3), Play Ringback (Never), Play Congestion Time (Disable), Early LER (Disable), Allow Refresh SIP (Enable), Music on hold (Disable), and RTCP Multiplexing (Disable).
- Mapping Tables:** Includes SIP to Q.850 Override Table (Default (RFC4897)), Q.850 to SIP Override Table (Default (RFC4897)), and Pass-thru Peer SIP Response Code (Enable).
- SIP IP Details:** Includes Teams Local Media Optimization (Disable), Signaling/Media Private IP (Ethernet 1 | IP Dynamic), Signaling UDP Port (40), ICE Support (Disable), Static NAT - Outbound (Static NAT), Outbound NAT Traversal (Static NAT), NAT Public IP (Signaling/Media) (Dynamic (SBC IP)), Qualified Prefixes Table (None), Secure Media Locking (Enabled), Secure Media Netmask (255.255.255.255), and Registrar Max. TTL Enabled (No).
- Listen Ports:** Shows a table with 1 listen port: Port 5062, Protocol UDP, and TLS Profile ID N/A.
- Federated IP/FQDN:** Shows a table with 1 federated IP/FQDN: cloud.midasolutions.com, Netmask/Prefix 255.255.255.255.

At the bottom, there is a status table for various components:

Component	Status	Counters	Channels	Sessions	Primary Key
SIP Teams	Up	Counters	Channels	Sessions	1
SIP C3	Up	Counters	Channels	Sessions	2
Message Manipulation PSTN	Up	Counters	Channels	Sessions	3
SIP Local SIP Users	Up	Counters	Channels	Sessions	4

Signaling Groups - PSTN

The screenshot shows the 'Signaling Group Table' in the Ribbon SBC S/W Lite sbc2 interface. The table lists four signaling groups:

Type	Description	Admin State	Service Status	Display	Primary Key
SIP	Teams	Up	Up	Counters Channels Sessions	1
SIP	C3	Up	Up	Counters Channels Sessions	2
SIP	PSTN	Up	Up	Counters Channels Sessions	3
SIP	Local SIP Users	Up	Up	Counters Channels Sessions	4

The configuration for the PSTN group is shown below:

- Description:** PSTN
- Admin State:** Enabled
- Service Status:** Up
- SIP Channels and Routing:**
 - Action Set Table: None
 - Call Routing Table: From PSTN
 - No. of Channels: 10 (1,360)
 - SIP Profile: PSTN
 - SIP Mode: Basic Call
 - Agent Type: Back-to-Back User Agent
 - SIP Server Table: PSTN
 - Load Balancing: Round Robin
 - Channel Hunting: Most Idle
 - Notify Sync CAC Profile: Disabled
 - Challenge Request: Disabled
 - Outbound Proxy TRIPQDN: Disabled
 - Outbound Proxy Port: 5263 (31,65330)
 - Call Setup Response Timer: 100 (100,750) ms
 - Call Incoming Timer: 100 (24,750) ms
 - Use Register as Keep Alive: Enable
 - Forked Call Answered Too Soon: Disabled
- Media Information:**
 - Supported Audio Modes: DSP Proxy Direct
 - Supported Video/Application Modes: None
 - Media List ID: PSTN
 - Play Ringback: Auto on 180
 - Tone Table: Italy
 - Play Competition Tone: Disabled
 - Early 183: Disabled
 - Allow Refresh SDP: Enable
 - Music on Hold: Disabled
 - RTCP Multiplexing: Disabled
- Mapping Tables:**
 - SIP To QoS Override Table: Default (RFC4471)
 - SIP To SIP QoS Override Table: Default (RFC4471)
- SIP Recording:**
 - SIP Recording Status: Disabled

The screenshot shows the 'Signaling Group Table' in the Ribbon SBC S/W Lite sbc2 interface. The table lists four signaling groups:

Type	Description	Admin State	Service Status	Display	Primary Key
SIP	Teams	Up	Up	Counters Channels Sessions	1
SIP	C3	Up	Up	Counters Channels Sessions	2
SIP	PSTN	Up	Up	Counters Channels Sessions	3
SIP	Local SIP Users	Up	Up	Counters Channels Sessions	4

The configuration for the Local SIP Users group is shown below:

- Pass-thru Peer SIP Response Code:** Enable
- SIP IP Details:**
 - Teams Local Media Optimization: Disabled
 - Signaling/Media Private IP: Ethernet 1 IP (Dynamic)
 - Signaling DSCP: 40 (0,62)
 - NAT Traversal: Static NAT
 - ICE Support: Disabled
 - Outbound NAT Traversal: Static NAT
 - (NAT Public IP (Signaling/Media): Public Static IP) IP Address
 - Static NAT - Inbound: Public Static IP

5. Multitenant systems: add tsenants

Multi-Tenant systems are useful when multiple organizations are sharing the same application server. When the multi-tenant option is enabled, administrator profiles are slightly different compared to standard systems.

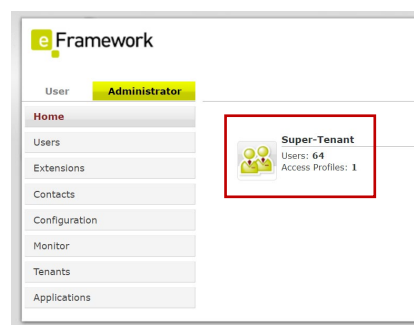
If you are our partner with more than one customer, you can handle them on our multi-tenant platform using one single Virtual Machine. Please refers to this paragraph only if it is your case, otherwise, you can leave out this paragraph.

In the No Tenant section of the Mida Unified Portal – MUP (which is the Mida Solutions products' main interface), it is possible to add tenants and handle them. Here it is also possible to set some parameters that concern all the tenants because these settings are related to the unique Virtual Machine.

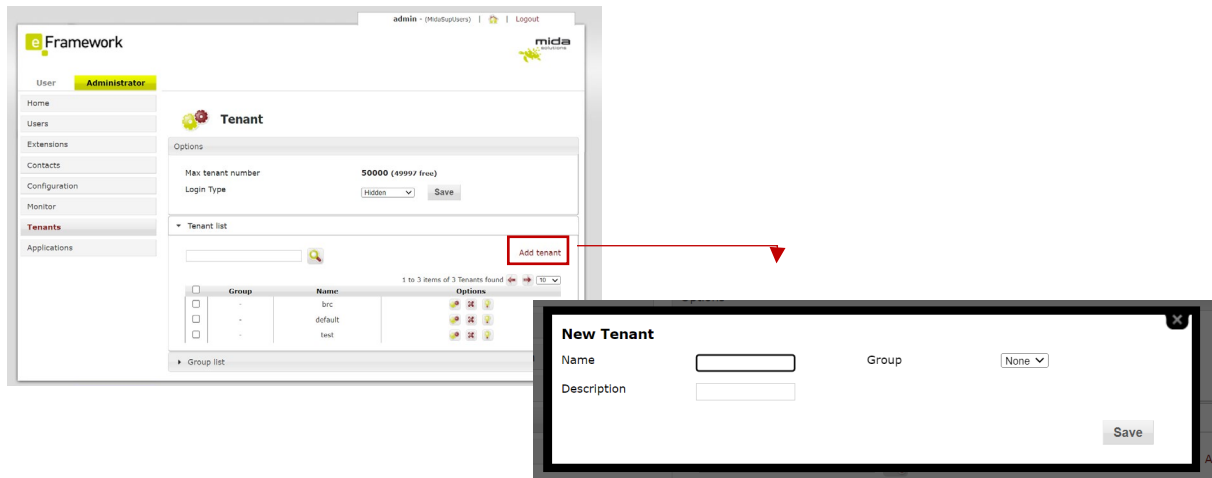
1. Access to the super-tenant administration page at <http://<IP ADDRESS>/MidaSolutions> with these credentials:
 - Username: admin
 - Password: admin



2. Check to be logged as **Super-Tenant**.



- From the navigation menu on the left, go to Administrator > **Tenants**. The page will show the already existing tenants and will enable to create new ones simply clicking on the **Add new** option.



- Insert here the name and the description of the new tenant and click on Save.
- The new tenant is now ready to be use.



Please note that:

- the tenant's name will be the one the tenant uses to log in to his MUP.
- the procedure of adding a tenant takes a few minutes. Wait a moment before the tenant log in into the Mida Unified Portal (as explained below).
- by default, each new tenant has an admin user
- it is possible to organize tenants in group.

For each tenant, the page allows to:

- Edit** – open the edit tenant page to change the name, the description, and the group;
- Delete** – a warning dialog box will open to ask for confirmation;
- Disable** – a warning dialog box will open to ask for confirmation.

6. To access the new tenant's Mida Unified Portal just go to `http:// <IP ADDRESS>/NEW_TENANT_NAME` and use the following credentials.

- Username: admin
- Password: tenant name with the first letter of the chosen name capitalized and the current year written with numbers. This is a password given by default. At any time, it is possible to change it.

For example, if the tenant's name is brc, to log in use:

- the URL `http:// <IP ADDRESS>/brc`
- the user's name admin
- the password: Brc2022

As shown in the picture below, the tenant can check to be logged in his Mida Unified Portal.

