UC-One and VPNs

Users that work from home are likely using a VPN to connect to their office. How UC-One works with the VPN will depend on how the VPN is configured in either full tunnel or split tunnel mode. Let's first understand the difference.

Full Tunnel:

A Full Tunnel VPN requires more bandwidth at the office because 100% of the user's traffic, including the user's Internet traffic, is routed through the corporate network. This allows the IT administrator full control over the data and Internet access while the VPN is connected.

Split Tunnel:

A Split Tunnel VPN only routes corporate traffic through the VPN tunnel and routes Internet traffic direct over the user's Internet provider. This is more bandwidth-friendly to the business but does not limit the user's Internet use.

UC-One:

Evolve IP UC-One is a unified communication software tool that offers users the ability to see the presence/availability of other users in the enterprise, to be able to chat/message with them, and includes a soft-phone that allows them to make and receive calls just as they would with a regular desk phone. Since it is software that runs on the desktop, it will follow the routing rules of the VPN. When the VPN is not connected, or when it is connected in Split Tunnel mode UC-One will route over the public Internet. When the VPN is connected using Full Tunnel mode, UC-One will route its traffic through the corporate network to Evolve IP. If you already have UC-One users in your office then you probably will not be required to make any changes, but if not, please note that UC-One may require your administrators to open IP addresses or ports on your firewall. Please refer to Awareness Documentation: UC-One Firewall Rules and Policies for more information.

Each business must decide which VPN method is best for them. If you have questions about Evolve IP product information, please refer to the Evolve IP Knowledge Base. If you need assistance with your VPN or firewall configurations, please consult with your vendor of those products.