

We have a document on setting up a Sonicwall here:

<http://www.ipitomy.com/webrelease/Sonicwall/Sonicwall%20Quick%20Guide.pdf>

We have seen that having IPS turned on with the check box for Prevent Low Priority Attacks checked can cause issues with some calls not going through. If you are having intermittent call failures try disabling this setting.

We have verified that enabling an inside--outside rule resolves the problems with dropped calls as it forces the Sonicwall to stick to port 5060. To configure this, create a NAT rule as follows:

Original Source: PBX Private IP

Translated Source: IP of the WAN interface (X1 IP for example)

Original Destination: Address Group for our SIP servers (52.5.220.123 or 54.200.236.200)

Translated Destination: Original

Original Service: Service Group including 5060 UDP and 10000-20000 UDP

Translated Service: Original

Inbound Interface: Any

Outbound Interface: WAN interface (X1 for example)

After that go to the Advanced tab and check the box for "http://wiki.ipitomy.comDisable Source Port Remap"http://wiki.ipitomy.com and click OK. The system will now talk to us from source port 5060.

## **WARNING!**

VoIP phones behind a firewall running SonicOS 6.2.7.1 cannot make outbounds calls, although inbound calls and phone registration are working fine. Occurs when the internal SIP device uses a port that is different from the source port (the port associated with the Via or Contact fields), and when the remote device sends packets to this port, the firewall is not forwarding them to the internal device.