

Sonicwall Configuration

Due to the number of end users who have Sonicwall Firewalls on their network, we here at IPitomy have created this short guide demonstrating the configuration settings that we are aware of that can cause problems with SIP.

- Disable SIP Transformations
- Enable Consistent NAT

The screenshot shows the SonicWall Administration web interface in Internet Explorer. The browser address bar shows the URL `http://192.168.200.1:8080/main.html`. The interface has a left-hand navigation menu with categories like System, Network, Wireless, SonicPoint, Firewall, and VoIP. Under the VoIP category, 'SIP Settings' and 'H.323 Settings' are visible. The 'SIP Settings' section includes the following options:

- Enable SIP Transformations
 - Permit non-SIP packets on signaling port
 - Enable SIP Back-to-Back User Agent (B2BUA) support
- SIP Signaling inactivity time out (seconds):
- SIP Media inactivity time out (seconds):
- Additional SIP signaling port (UDP) for transformations (optional):

The 'H.323 Settings' section includes the following options:

- Enable H.323 Transformations
 - Only accept incoming calls from Gatekeeper
 - Enable LDAP ILS Support
- H.323 Signaling/Media inactivity time out (seconds):
- Default WAN/DMZ Gatekeeper IP Address:

A status message at the bottom of the page reads: "Status: The configuration has been updated." The browser's status bar at the bottom shows "Done" and "Internet".

(this image is from the Sonicwall Enhanced OS, but the Standard OS should have a similar page)

If these are not configured this way, you can experience the following problems:

- 1-way talk paths with Remote Phones and SIP trunks
- Remote phones that lose registration after a period of time
- Remote phones that can make but not receive calls

Additionally, if the customer is using the Sonicwall "Enforced Client Anti-virus" they must exclude the IPitomy box and phones in the Sonicwall settings, otherwise these will be blocked because the Sonicwall will want them to install anti-virus, which of course, they can't do because they're phones, not computers.