How to configure your Firewall to work with the TELEPORT

The TELEPORT requires outbound filtering rules to be in place on your firewall in order for it to operate correctly. Or the disabling of NAT for the IP address of the TELEPORT. Some firewalls may only have a global NAT setting.

What is NAT?

Network address translation (**NAT**) is a methodology of modifying network address information in Internet Protocol (IP) datagram packet headers while they are in transit across a traffic routing device for the purpose of remapping one IP address space into another.

Outbound filtering rules for TELEPORT

TELEPORT requires that outbound traffic with the following characteristics must not have their source port changed after NAT:

Name	Protocol	Destination Port (Range)
TCP port 5060	TCP	5060
UDP port 5060	UDP	5060
SIP RTP ports 8000-65500	UDP	8000-65500

TELEPORT compatibility with internet provider equipment

With the introduction of internet providers supplying modems with router and Wi-Fi capability there has also been issues brought to light. Older provider equipment is not very user friendly and is not always capable of performing the necessary functions that are needed for DVR's, NVR's and also TELEPORT. There are a couple of options when dealing with older provider equipment:

1) DMZ the IP address of the TELEPORT
2) Put the modem in bridge mode and introduce a mainstream router D-Link, Linksys, Asus etc…)
3) Call you internet provider and ask for a hardware upgrade. Newer modem/router equipment Have proven to have improved functionality for 3RD party devices.

Provider equipment not compatible with TELEPORT

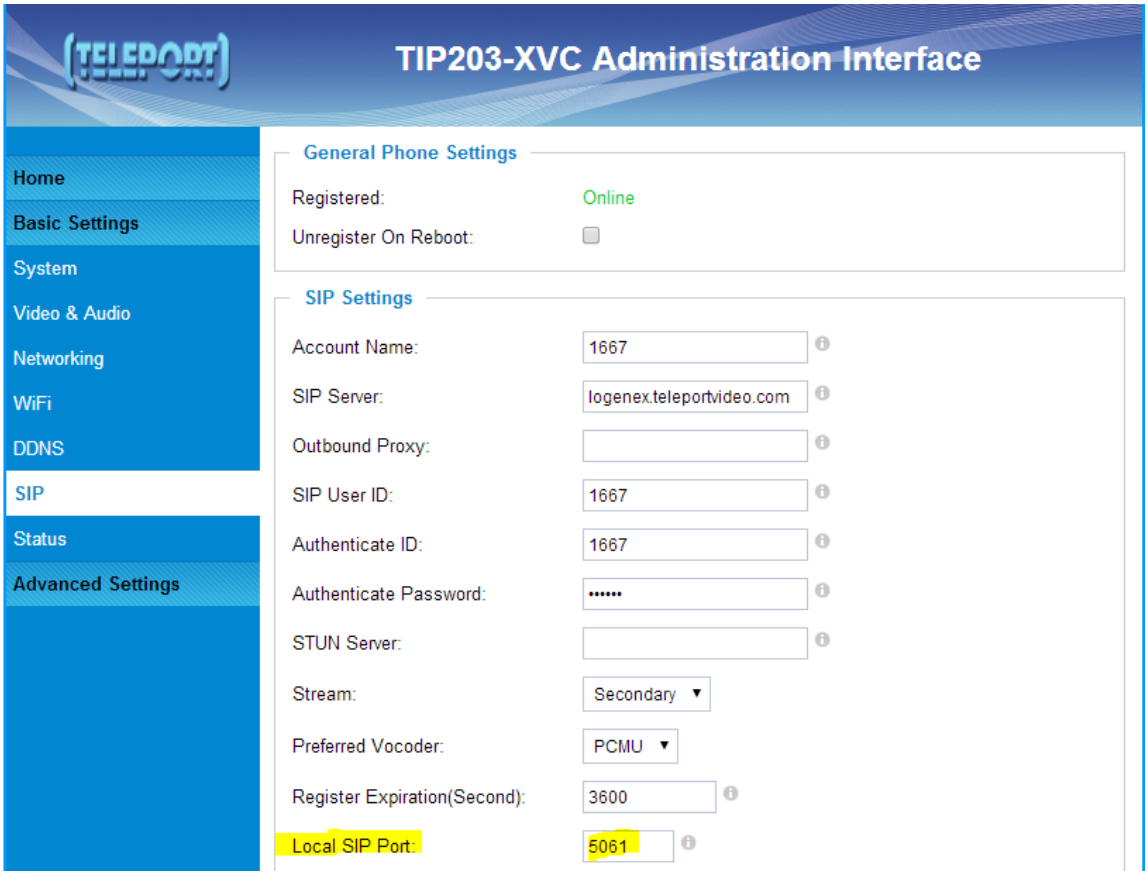
We are compiling a list of devices as we see issues in the field that are deemed not compatible, meaning option 3 above is the only solution. The modems below do not have a true bridge mode and DMZ or port forwarding do not work properly.

Bell: R1000H

Rogers: SMCD3GN

How to configure multiple TELEPORTs on the same network

In order for multiple TELEPORT's to coexist on the same network the local SIP port must not be identical. For example the default SIP port is 5060, the secondary unit can be set to port 5061. This is done from the Basic Settings>SIP pan the TELEPORT controller.

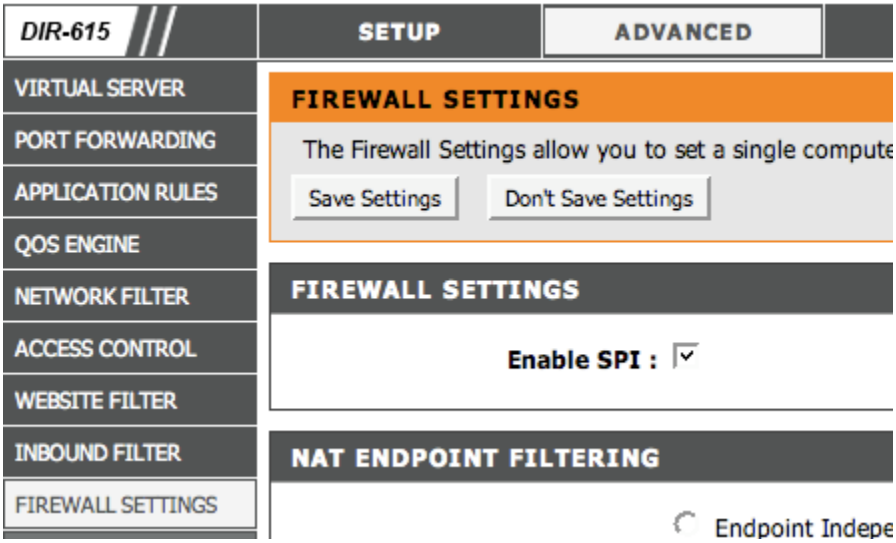


D-Link Routers with firewall

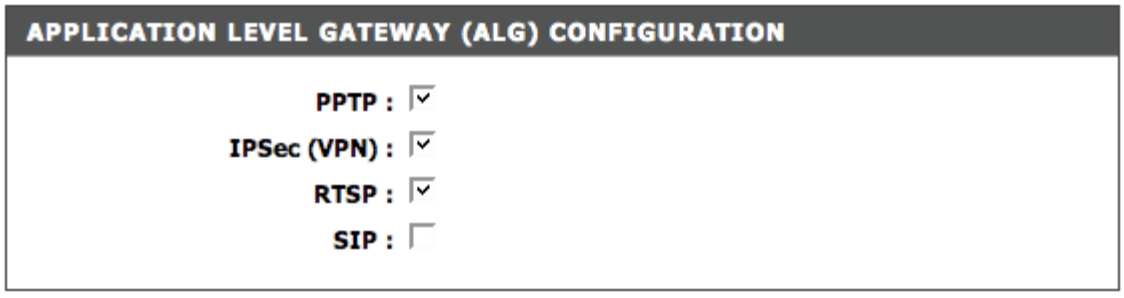
Step 1: Disable SIP Application Layer Gateway

D-Link routers ship with an Application Layer Gateway that interferes with SIP traffic and prevents us from being able to properly detect NAT settings, thereby causing difficulties with transfers. In order for TELEPORT to work properly, the SIP Application Layer Gateway must be disabled.

To do this, log into the webpage of your router and click on Advanced and then Firewall Settings.



Scroll down to the bottom and uncheck the box next to SIP under the Application Layer Gateway (ALG) Configuration.



Click "Save Settings" and reboot the router.