

VoIP NAT Test Tool Configuration

- 10/2016: This article is outdated. Refer to article 1167 for instructions. [Click here to open that article.](#) This guide explains how to use AltiGen's VoIP/NAT test tool to assess whether a customer's NAT device is compatible with the MaxCS system's NAT Traversal scheme.
MaxCS will support IP phones behind NAT with most NAT/Firewall devices. If an IP phone does not work on a particular NAT, one of the following issues is likely the cause of the conflict: MaxCS will support IP phones behind NAT with most NAT/Firewall devices. If an IP phone does not work on a particular NAT, one of the following issues is likely the cause of the conflict: The NAT device is blocking outbound traffic (in this scenario, check the NAT device settings and firewall settings) The NAT device is interpreting the SIP REGISTER and other SIP messages as an attack (in this scenario, check the NAT device settings, firewall settings, and security settings) The NAT device is performing SIP ALG on port 10060 and is causing a conflict with the MaxCS system's SIP ALG (Currently, only the EdgeMarc implementation SIP ALG is certified and supported) The NAT device's UDP session expires within 60 seconds (Check for "consistent NAT" on SonicWall firewalls) The NAT device has some other issues with users browsing the Internet

This test tool can be used both before deployment, to check for potential NAT traversal conflicts, and as a troubleshooting tool post-deployment.

The tool is located here:

<http://nat.atgncloud.com:8080/NatTest/test.htm>

<https://know.altigen.com/questions/1126/>