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By: Marco - markiper
📄 **X-lite authenticates, but no audio ????**
2005-09-15 08:43
Hello everyone,

First, thanks to Colin 2905 for his tip on how to make X-lite to authenticate from a
remote location, works perfectly. The problem that I'm facing now is that I cannot get
any audio. The remote location does not listen to me and, I certainly do not listen to
them. Actually, even if I dial an intenal Asterisk function (such as *98), I see in the
CLI that the process is runnig without a problem, but I do not hear anything.

Any help regarding this matter, please???????

By: tommy13v - tommy13v 💲
📄 **RE: X-lite authenticates, but no audio ????**
2005-09-15 08:59
you are having a NAT issue look up NAT on this forum.

By: Mickey Kamer - mickey_kamer
📄 **RE: X-lite authenticates, but no audio ????**
2005-09-15 10:19
Your issue is more than likely a NAT problem. What happens is you have a
DSL or Cable router that issues internal IP addresses to each connected PC,
device, etc...

These are like this 192.168.1.0 or the like.

So your Asterisk box is more than likely hooked to one of these IP adresses.
Now you can pass ports 5060 and 10000 - 20000 through the router/firewall
but most likely you'll not be able to make it work. Even if your firewall allows a
DMZ'ed setup more then not you won't make it work.

Yes you can register, but audio won't pass because of the NAT issue. So here
is what you'll need to do.

Set-up one:
Hang the asterisk box off the dsl/cable modem with a static IP, and control the

firewall on the asterisk box using IPTABLES. this way you connect to your asterisk box via the IP address such as 179.45.32.111

This is fine and dandy if and only if your ISP allows you static ipaddresses. If not, hang it out there, and install a small dynamic client from http://www.no-ip.com and instead of the IPaddress in the xten phone put the newly created no-ip url, such as mynew.no-ip.org.

Setup two:
Get a sip proxy account from some place, use the proxy or a proxy daemon to traverse the NAT. However, make sure the sip proxy is not on a NAT. It has to be in front of the asterisk server.

Once you have the NAT traversed you'll hear everything fine.

Setup Three:
Use a STUN server (not familar with this one.)

I hope I have helped you to understand how this works. If you want to try something different to prove my theory that it is NAT and not Xten, install FireFly, and setup an IAX2 extension. Put Firefly on your laptop, and connect it to your Asterisk box.

Since Firefly works using IAX2 which has built in NAT traversal you'll see it will work.

Mickey

By: Marco - markiper
📄 **RE: X-lite authenticates, but no audio ????**
2005-09-15 09:53
tommy13v, believe me, I have been looking, I even got a previous threat where another memeber of the forum help me out with the authenticating issue

http://sourceforge.net/forum/forum.php?thread_id=1349789&forum_id=420324

but he suggests that in the X-lite end of the remote connection I have to forward ports 5060 and the range 8000 to 8005 to the machine running X-Lite, which will completely defead the purpose of this ermote extension, especially because I have X-lite installed in my laptop and I was planning on using it when I travel (definetively won't be able to forward those ports everywhere that I go). any other suggestions, please???????

By: tommy13v - tommy13v 📄
📄 **RE: X-lite authenticates, but no audio ????**
2005-09-15 10:46
This is how I made my setup work.

On my firewall which happens to be IPCop I port forward UDP ports 5060
UDP ports 10000-20000

On the asterisk server in sip.com you need the following:

externip= dns hostname or public IP address
localnet= 172.17.9.0/255.255.255.0 ;your local ip net here

My remote extensions have to have nat=yes in there extension.

The remote extensions do not need ports forwarded from there firewalls to there pc or hardphone only from the Firewall that the asterisk server is

on.

By: Marco - markiper
📄 **RE: X-lite authenticates, but no audio ????**
2005-09-15 12:21
tommy13, I have my network setup in the same manner as the one that you
have described above. On my firewall, I have ports 5060 for TCP and UDP
forwarded to my local IP (192.168.1.200), and also the range from 10000 to
20000 of both TCP and UDP also forwarded to my local IP (192.168.1.200).
In the AAH server, I modified the SIP configuration of the extension by adding:
nat=yes
externip = myname.mydomian.com
localnet = 192.168.1.200/255.255.255.0

So everything seems to check, but I still get no audio in any direction. I read
something about a STUN server, but that I'm not really familiar with; therefore,
I wanted to see if I could me ke it work the initial. Also, this will eventually
allow me to change from a softphone to a polycom IP based phone on a fixed
remote location , and also being able to keep the X-lite on my laptop working
at all times, especially when travelling.

By: tommy13v - tommy13v 💲
📄 **RE: X-lite authenticates, but no audio ????**
2005-09-15 12:55
You stated this:

I modified the SIP configuration of the extension by adding:
nat=yes
externip = myname.mydomian.com
localnet = 192.168.1.200/255.255.255.0

you realize that:

externip = myname.mydomian.com
localnet = 192.168.1.200/255.255.255.0

goes in sip.conf and not under the extension for the phone. The only
thing you need to add to your extension is nat=yes like so

[202]
username=202
type=friend
secret=xxxxxxxx
record_out=On-Demand
record_in=On-Demand
qualify=yes
port=5060
nat=yes
mailbox=202@default
host=dynamic
dtmfmode=rfc2833
context=from-internal
canreinvite=no
callerid="202" <202>

you then need to restart asterisk.

at the linux console:

asterisk -r
cli>sip reload
cli>

By: Marco - markiper
📄 RE: X-lite authenticates, but no audio ????
2005-09-15 13:08
tommy13, thanks for opening my eyes, I was probably looking at this error during the whole time without even realizing my mistake. I'll try this modification later on when I get back to my house. I know, I should already have set my AAH so that I can access from the outside. Thanks again, and hopefully this resolves my issue.

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By: Seawolf - thwo
No audio with remote connection
2005-09-13 07:51

When I´m connected (X-lite) to Asterisk from the same network as
Asterisk all thing work fine. However, when I´m connected from a
remote network registering works fine and I can place and answer to
calls, BUT there is no sound in no direction.

I have tried from different networks and it´s just the same - I can´t hear
the calling or called party, either can´t I be heard.

Anyone, what seems to be the problem?

By: Kerry Garrison - kerryg
RE: No audio with remote connection
2005-09-13 07:57

Its almostt always a NAT problem. For the remote extension,
make sure in your extension configuration you have NAT=yes.

By: Seawolf - thwo
RE: No audio with remote connection
2005-09-13 08:34

I have the NAT=yes setting. In X-lite I use the same settings
(ip-number etc) whether I´m on my inhouse network or remote.

By: Kerry Garrison - kerryg

RE: No audio with remote connection
2005-09-13 08:54

Is the Asterisk server on a public IP address? Or is it on a private IP address (192.168.x.x)? If it is on a private IP address, then when you are away, you will need to point to the PUBLIC ip address of your router and make sure you have the correct ports forwarded to the sever.

By: Seawolf - thwo
RE: No audio with remote connection
2005-09-13 09:16

Running WinStun gives:

NAT Mapping is not endpoint independent - VOIP will NOT work
Preserves port number
Supports hairpin of media
Public IP address: xx.xxx.xxx.xx

By: Seawolf - thwo
RE: No audio with remote connection
2005-09-13 08:56

It´s on a public ip adress all the time.

Port fwd:
5060-5061
8000
10000-20000

By: Kerry Garrison - kerryg
RE: No audio with remote connection
2005-09-13 09:21

if its on a public address, why would you need port forwarding? You would only need port forwarding if you are behind a router.

By: tommy13v - tommy13v
RE: No audio with remote connection
2005-09-13 09:56

These are UDP ports that you are forwarding?
5060 UDP
10000-20000 UDP
What I have in sip.conf

localnet=172.17.9.0/255.255.255.0
externip=mydns.org hostname

and then for each extension that is remote I have nat=yes

By: Kerry Garrison - kerryg
RE: No audio with remote connection

2005-09-13 10:12

Try using the ACTUAL ip address of the public IP instead of the dynamic DNS name. My system doesn't like the dynamic dns host name there.

By: Seawolf - thwo
RE: No audio with remote connection
2005-09-13 09:38

I´m behind a router. I ment I use my static ip wan number (thats public for me).

I suppose thats what You ment by "you will need to point to the PUBLIC ip address of your router and make sure you have the correct ports forwarded to the sever."

My forwardin is as above.

By: Kerry Garrison - kerryg
RE: No audio with remote connection
2005-09-13 10:07

Do you have the externip address set correctly?

if you are behind a NAT Firewall, you will probably need to add the following lines to hte [General] section of your sip.conf file. Adjust the numbers as needed to match your configuration:

externip=66.5.21.6

By: Seawolf - thwo
RE: No audio with remote connection
2005-09-13 10:10

Exterip-configuarion in sip.conf done as suggested.

By: Kerry Garrison - kerryg
RE: No audio with remote connection
2005-09-13 10:16

And still nothing?

I am sorry, I am heading to a client right now. If you dont get another answer today, I will try to help you some more this afternoon.

By: Seawolf - thwo
RE: No audio with remote connection
2005-09-13 13:00

When the remote extension is behind a NAT firewall (another network) do I need to forward that ports as well? If so, what about vowlan using hotspots and other open wlans for voip. That works, does´nt it?

By: tommy13v - tommy13v
RE: No audio with remote connection
2005-09-13 13:10

you should not need port portforwarding on the remote side.

By: Seawolf - thwo
RE: No audio with remote connection
2005-09-13 13:16

Then I can´t figure out what´s the problem. Anyone?

By: tommy13v - tommy13v
RE: No audio with remote connection
2005-09-13 13:31

I'm sorry did you answer this question?

Are you forwarding UDP ports and not TCP to your asterisk server?
5060 UDP
10000-20000 UDP

By: Seawolf - thwo
RE: No audio with remote connection
2005-09-13 13:40

Yes, I´m forwarding
5060-5061 UDP
8000 UDP, and
10000-20000 UDP

NAT=yes

The remote extention connect and can place/anwer calls, but without sound.

I´ve tried to put the firewall in DMZ-mode, but no difference.

By: Seawolf - thwo
RE: No audio with remote connection
2005-09-13 14:15

tommy13v:

I noticed You have:
localnet=172.17.9.0/255.255.255.0
externip=mydns.org hostname

I have set externip, but not localnet in sif.conf. What does localnet do? Can that be the problem?

By: tommy13v - tommy13v ‡

RE: No audio with remote connection

2005-09-13 16:41

yes you need the localnet option in there. It is so that Asterisk knows what network each end is on.

By: steve - stever28

RE: No audio with remote connection

2005-09-14 04:22

Maybe a long shot, but have you set transmit silence to yes in advanced system settings/audio settings/silence settings on your x-lite config?

By: tommy13v - tommy13v ‡

RE: No audio with remote connection

2005-09-14 06:39

you do not want to enable transmit silence on a remote connection.

By: Seawolf - thwo

RE: No audio with remote connection

2005-09-14 11:23

It just came on my mind...

Do I have to forward the same ports at the remote extension firewall as well? If so, then how does vowlan work. I mean there is´nt many firewalls in open networks that I have access to configure...

By: tommy13v - tommy13v ‡

RE: No audio with remote connection

2005-09-14 11:42

Are reading what people are posting? I answered this already.

Did you add the localnet= to your sip.conf and reload sip or reboot Asterisk?

By: Seawolf - thwo

RE: No audio with remote connection

2005-09-14 11:51

Yes I´ve inserted the correct localnet setting. Maybe I´ve missed something, thought you meant my local firewall forwarding.

Well, remote extenstion doesn´t seem to work in my configuration.

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