Sorenson

Sorenson Firewall Traversal Solution

Sorenson Communications now offers a complete, cost-effective solution to the complex technical problems inherent in the use of videophone devices behind corporate or institutional firewalls. Sorenson's Firewall Traversal solution supports the SIP protocol used to transmit data between videophone devices.

Big Advantages

Sorenson's Firewall Traversal solution offers big advantages to managers of corporate and institutional IT departments who must cope with the competition between need for network security and demands from end users for full videoconferencing support. Here are some important details:

- Firewall traversal technology is based on industry-standard ICE (RFC 5245) protocol

- Automatic creation of the temporary firewall pinholes needed to support videophone multimedia traffic

- Multiple videophones can "find" each other by phone number, not IP address, when both are behind a firewall

- Prevents excess outbound traffic and bandwidth use by letting videophones inside the network connect directly

- Eliminates the need for manual NAT "fixups" or other manual workarounds

- Eliminates the security risks and costs associated with using dedicated Public IP addresses for each video phone
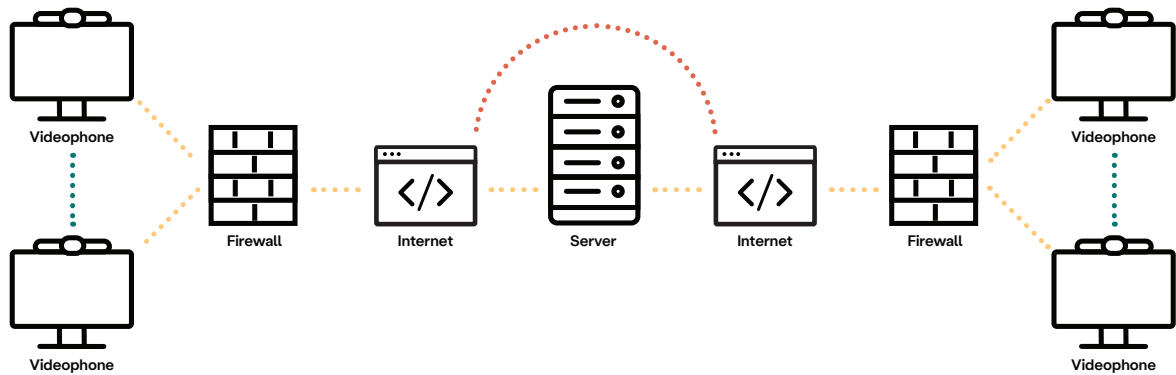
Small Requirements

Sorenson's Firewall Traversal solution offers proven, cost-effective technology designed specifically for the corporate and institutional environments. The solution requires no extra hardware and only minimal firewall configuration work is needed in most situations. Here are the basic Firewall Solution setup steps:

- Contact Sorenson to arrange to enable the Firewall Traversal solution on your network

- Install and connect Sorenson ntouch® videophone endpoint devices to corporate/institutional network via Ethernet

- Configure the videophone devices to use DHCP to obtain their IP addresses from the corporate server

- Test outbound and inbound calls and internal (videophone-to-videophone) calls

Robust Technology

Sorenson Firewall Traversal Requirements

Sorenson's Firewall Traversal solution uses the ICE (RFC 5245) protocol to make SIP calls. Corporate firewalls are sometimes configured to use inspection rules for SIP traffic which may create a conflict with Sorenson's SIP/ICE protocol. The SIP inspection rules issue can be easily addressed by adding the range of Sorenson subnets to the firewall's "White List." The Sorenson subnets to add to the White List are listed to the right:

Add These Sorenson Subnets/Ports to the Firewall "White List" for SIP Traffic	
Subnet	Ports
65.37.249.0/24	80, 443, 3478, 5060, 5061, 50060 (TCP/UDP)
65.37.253.0/24	21, 80, 443, 3478, 5060, 5061, 50060 (TCP/UDP)
209.169.233.0/24	80, 443, 3478, 5060, 5061, 50060 (TCP/UDP)
209.169.236.0/24	80, 443, 3478, 5060, 5061, 50060 (TCP/UDP)
209.169.238.0/24	80, 443, 3478, 5060, 5061, 50060 (TCP/UDP)
209.169.242.0/24	80, 443, 3478, 5060, 5061, 50060 (TCP/UDP)
209.169.253.0/24	80, 443, 3478, 5060, 5061, 50060 (TCP/UDP)

notes

- Global SIP Inspection may need to be disabled in the firewall because of the use of global rules can interfere with Sorenson calls. If needed, user-created inspection rules can be used because they do not attempt to change data packets.

- If a Content filter or Proxy server is being used on a network, the Sorenson Enterprise Domain servers must be added to the Content filter or Proxy server's "Allow List." Depending on their configuration, Content filters or Proxy servers can interfere with videophone use by filtering or denying traffic completely or by preventing the videophones from registering themselves with Sorenson's servers.

- The symptoms to the right occur if a misconfigured Content/Proxy filter blocks traffic on Ports 80 or 443, thus preventing the videophone from connecting to Sorenson's servers:

  - Video phone cannot register with Sorenson servers when first installed
  - Videophone shows a "black video screen" even though incoming ports are open
  - Videophone cannot receive or play SignMail videos
  - Videophone cannot get online even though IP information is correct

Sorenson's full line of ntouch® videophone and endpoint devices support our Firewall Traversal solution. For more information or help getting started, please contact Sorenson's Technical Support team by email at: BusinessHelp@sorenson.com or by telephone at 1 (844) 656-9434