

# FAQ N510 expires = 0

## Question:

When does the N510 send Registration request with expires = 0. This means a SIP de-registration.

## Answer:

There are different scenarios that an N510 sends a de-registration request.

1. Web-interface: Uncheck "Active" option for this SIP account
2. Web-interface: Delete SIP account.
3. Device expects SIP values are no longer valid:
  - a. address of record ( "displayname"<sip:user-id@domain.net> )
  - b. contact addresses ( e.g. user-id@97.98.96.1:53260 ) on the registration server (location database)

De-registration is started with possible new registration

So initiations for de-register procedures are:

- address-of-record was modified ( displayname, user-id, login-id, domain )
- contact address might have changed:
- new local sip port
- new local IP address
- new public IP address (detected by STUN) (checked any 240s, configurable)
- new public port ( not checked periodically )

## Possible solution:

Disable / delete the STUN settings in the device.

Upgrade device to software >211 because of STUN improvement to avoid these issues.

Remove STUN completely via auto provisioning: BS\_IP\_Data3.aucS\_STUN\_SERVER\_SHC=""

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