FAQ- NAT refresh timer

Valid for:	N610	N670	N870	N870E	Embedded Integrator	Virtual Integrator

Introduction

The device will send an empty SIP message with just 2 * CRLF to the platform in configurable time interval to keep the NAT firewall open.

- New in software 2.42.0 or higher
- UDP
  - NAT refresh timer is set by default to 0 seconds
  - Timer = 0 means feature is disabled
  - Timer can be changed via auto-provisioning ("SipProvider.0.UDPKeepAliveTimerValue")
- TCP
  - Is activated automatically and set for 90 seconds
- Feature is a platform related setting, if device has more SIP accounts, it does not send an UDP package per SIP account. It sends only one package every 20 seconds.
- Nx70 will send UDP / TCP packages containing only 2 x CR,LF

```
192.168.178.29        213.30.181.53        UDP        5060  5060 Len=4


Data (4 bytes)
    Data: 0d0a0d0a
    [Length: 4]
```

Auto-provisioning

provisioning template example

```
<?xml version="1.0" encoding="UTF-8"?>
<provisioning version="1.1" productID="e2">

<nvm>

<param name="SipProvider.0.UDPKeepAliveTimerValue" value="20"/>

</nvm>
</provisioning>
```

Web-interface

From software 2.53 or higher, we have added the UDP NAT refresh timer in the web-interface:

Go to: **SETTINGS - Provider or PBX profiles - UDP keep-alive**

