

**Subject:** Incompatible Routers when using multiple IPPT at Remote Site via Media Relay Gateway

**Bulletin Type:** ☐ Product ☐ Marketing ☒ Service

**Bulletin Number:** Unified Communications-2017-SB-79

**Date:** April 1, 2017

**Product:** KX-NS1000, KX-NS700, KX-NS700G

## Symptoms:

- Deployed multiple IPPTs (NT-5XX) at a remote site using the Media Relay Gateway function of the PBX, only 1 phone will go in service, the other phones will stay at fault.
- All phones will register with no issue but only one phone will go in service.

## Incompatible Routers:

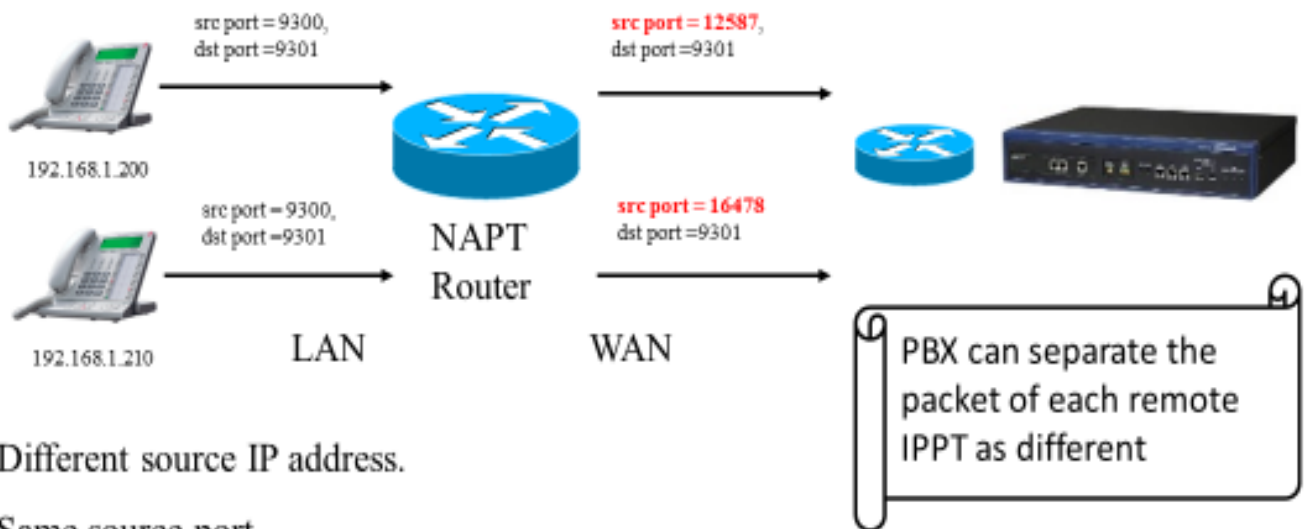
Cisco RV110

Cisco Linksys E1200



## Reason for Incompatibility:

### Expected operation NAPT function of the router



- Different source IP address.
- Same source port
- Same destination port and IP address

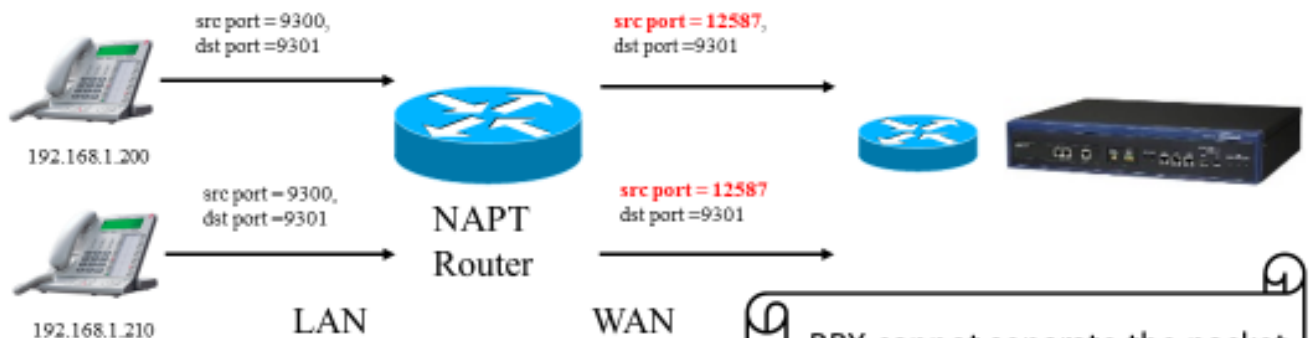


Assign different source port of WAN for each packet by the NAPT

**Normal**



## NAPT function of Cisco RV110



- Different source IP address.
- Same source port
- Same destination port and IP address



Assign **SAME source port** of WAN for each packet by the NAPT

**Problem !**

