SIP Troubleshooting

W ANATEL AFRICA

Is this a SIP or Cloud PBX account?

SIP ⌄

Cloud PBX ⌄

If yes: account is registered. Issue is not SIP registration related

Check if IP address is visible on KEVO portal ⌄

Check extension status. If unreachable / unavailable ⌄

If status = in use / not in use, issue is not registration related

Reseller verifies registration by logging onto device ⌄

Device reports registration failed ⌄

Verify credentials (username and password?) ⌄

Hard reboot all gateways and firewalls ⌄

Reattempt registration ⌄

Registration successful. Issue most likely related to NAT ❯

Ensure SIP ALG is disabled

Attempt register with IP instead of DNS for testing purposes ⌄

Registration successful. Issue is DNS related ❯

Suggestion: use Google DNS 8.8.8.8

Registration unsuccessful ⌄

Change local SIP port and test again ⌄

Registration successful. Issue is DNS related ❯

Suggestion: use Google DNS 8.8.8.8

Registration unsuccessful ❯

Log a ticket with above information in and current IP address of the customer