Need Help With My Untangle (Omaha)   hide this posting   unhide

Location   **Iowa**
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QR Code Link to This Post This is the conversation this is jist of it ... I need to have a range from 49152-49224 so that UDP/STUN packets can procesess

4:59 PM Daniel Piper: ready to test?
5:09 PM Daniel Piper: audio is still not getting to the dialer for the webagent
5:12 PM Reid Richards: yes ready to rock
5:13 PM Daniel Piper: still not seeing the traffic reaching the dialer on 49152-49256
5:14 PM Reid Richards: ok how about now
5:16 PM Daniel Piper: still not seeing it, I show the traffic leaving my computer, but don't get anything back
5:17 PM Reid Richards: i dont see 49152 or 49224 are those supposed to be ports
5:18 PM Reid Richards: pointed at 192.168.1.106
5:18 PM Daniel Piper: it should be a port range
5:18 PM Daniel Piper: 49152-49256 forwarded to 192.168.1.106
5:18 PM Reid Richards: I don't see that in here
5:18 PM Daniel Piper: should have been there when the old dialer was in place as well
5:19 PM Reid Richards: well everything is the same haven't touched anything
5:19 PM Daniel Piper: if that forwarding is missing though it will have to be added since this is traffic being sent into the dialer, it is not originating from the dialer
5:20 PM Reid Richards: whats the description
5:20 PM Daniel Piper: RTP/Audio
5:22 PM Reid Richards: all protocal
5:23 PM Reid Richards: which port
5:23 PM Daniel Piper: 49152-49256
5:23 PM Daniel Piper: source ports could be from anyone
5:23 PM Daniel Piper: but this is the destination of untangle
5:24 PM Reid Richards: whats destination
5:24 PM Daniel Piper: 192.168.1.106
5:24 PM Reid Richards: got it...
5:26 PM Reid Richards: when i save the port 49152-49256 it saved it only as 49152 should I put a dash in it and add 49256
5:26 PM Reid Richards: never mind wont allow -
5:27 PM Reid Richards: so its saved as 49152
5:28 PM Daniel Piper: the destination of the packets will be in the range of 49152-49256 on the router, so any packets in that range should be sent to the dialers local IP
5:29 PM Reid Richards: ok i think I found bypass voip
5:29 PM Daniel Piper: the source ports they come from can be anywehere, but that shouldn't really be an issue with port forwarding

5:29 PM Reid Richards: destination port 4569
5:29 PM Reid Richards: never mind thats not it
5:30 PM Reid Richards: how do I set port for the range
5:31 PM Reid Richards: im not sure
5:31 PM Daniel Piper: different routers use different syntax on that side of things, most use a dash
5:31 PM Daniel Piper: some use :
5:31 PM Daniel Piper: others just allow a space
5:33 PM Reid Richards: maybe now
5:33 PM Reid Richards: any luck
5:33 PM Daniel Piper: still not seeing the traffic
5:35 PM Reid Richards: i can do tests from here if that would help besides that I'm not sure what to do
5:38 PM Daniel Piper: everything from the dialers side looks fine, just the packets are not reaching it which points to the router not forwarding the packets, the forwarding should be similar to the port 80 443 etc that was setup previously, just its a port range instead of a single port
5:41 PM Reid Richards: im not seeing direction to set up a port range vs a single port
5:41 PM Reid Richards: not sure if that was already on here then why wont work now
5:41 PM Daniel Piper: likely it wasnt on there, the outbound calls the audio works because the dialer originates it, for the webagent an outside source starts the conversation so the router has to be told where to send the data
5:43 PM Reid Richards: so how do we get them on there
5:45 PM Daniel Piper: it would just need to be added as a port range forwarding on the router, as for the process of doing that I do not know, there may be some tutorials on the internet if you search your routers make/model and port range forwarding
5:45 PM Reid Richards: untangle
5:46 PM Reid Richards: its an untangle and Im on htere don't see port range option ... I did add -and the other number in the portforwarding rules but still shows one port
5:48 PM Reid Richards: what are the packets formatted like
5:48 PM Daniel Piper: they are UDP/STUN packets