

MXIE KEEPS UNBINDING

FIX : ALLOW MXIE AND PORT 5060 IN WINDOWS FIREWALL

Issue ID #fq-557

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Category: FAQ



Title User cannot make or receive calls on MXIE softphone after idling for some time

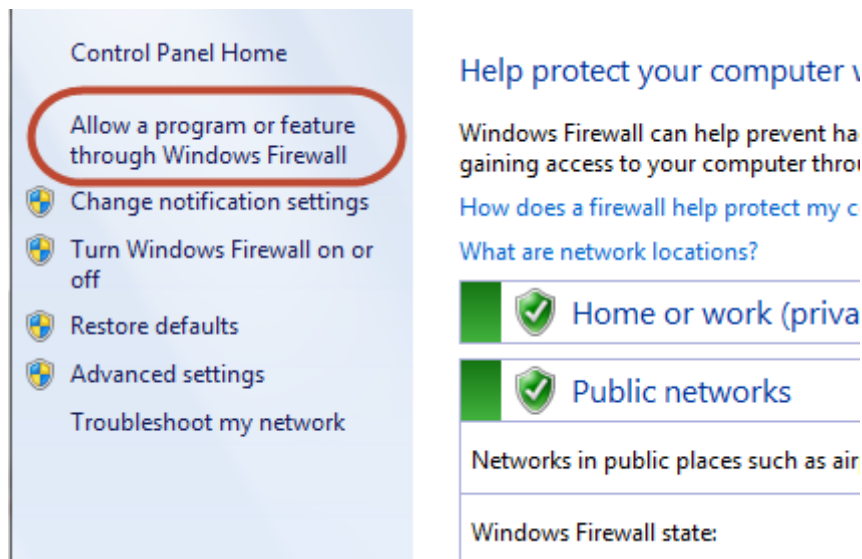
Subsystem: MXIE - Softphone

Description: MXIE user, bound to internal softphone, cannot make or receive calls after idling for some time, usually after about 60 seconds. The MX user with the problem is a remote user connected to the MX at their corporate network via VPN tunnel. User resolves the issue by exiting out of MXIE and logging back in. Steps to isolate the problem:

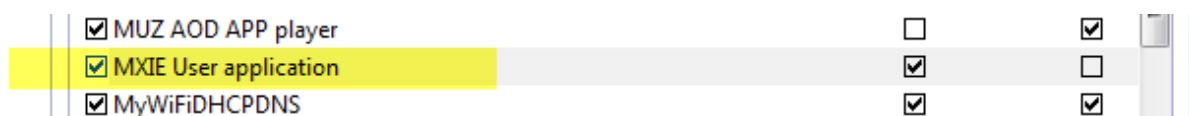
1. Check to make sure that port 5060 is not being occupied by any other application
2. Check to make sure Desktop Firewall is not filtering out traffics on port 5060
3. Check to make sure timer in VPN firewall is not blocking traffics on port 5060 on idle

Workaround:

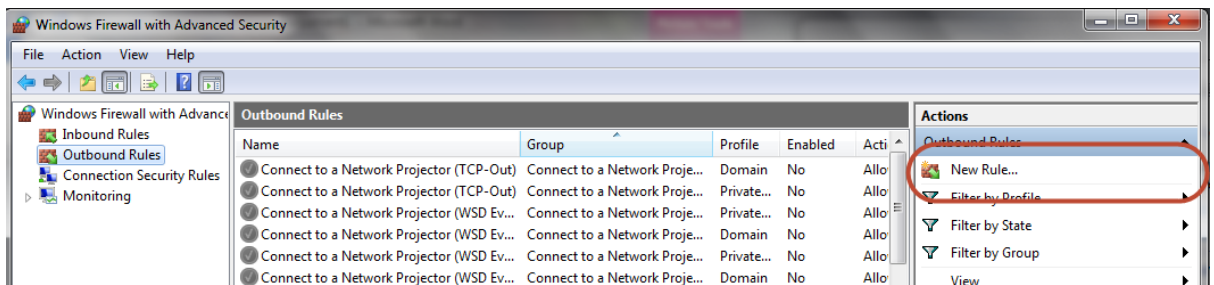
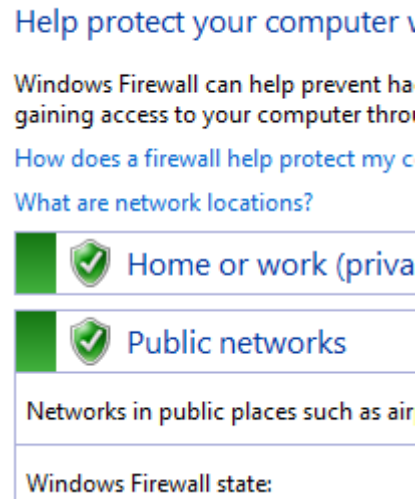
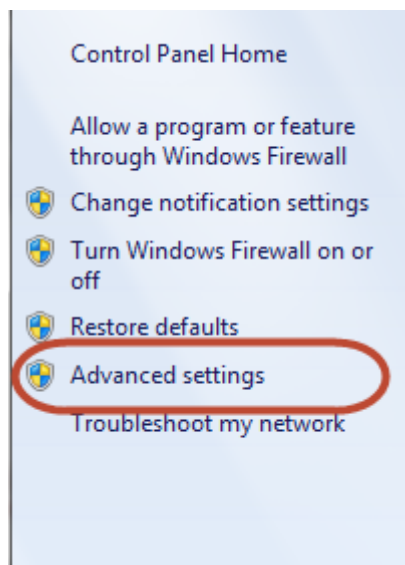
1. Open Windows Firewall by clicking the Start button , clicking Control Panel, clicking Security, and then clicking Windows Firewall.
2. Click Allow a program through Windows Firewall.  If you are prompted for an administrator password or confirmation, type the password or provide confirmation.



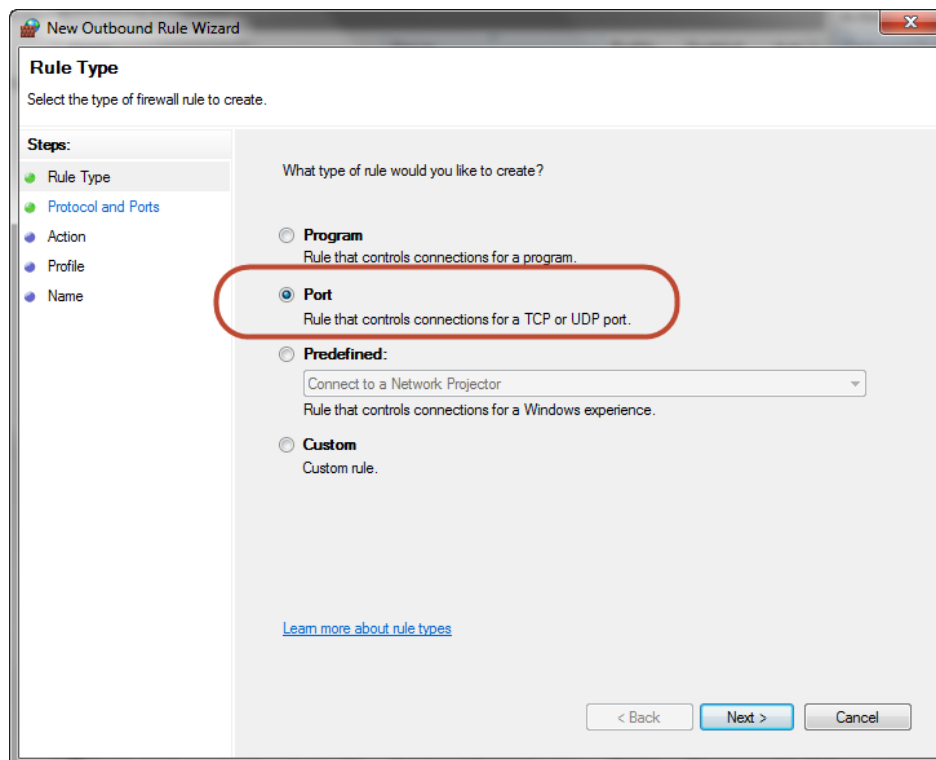
3. Check if MXIE user application are allowed Home/Work (Private) network



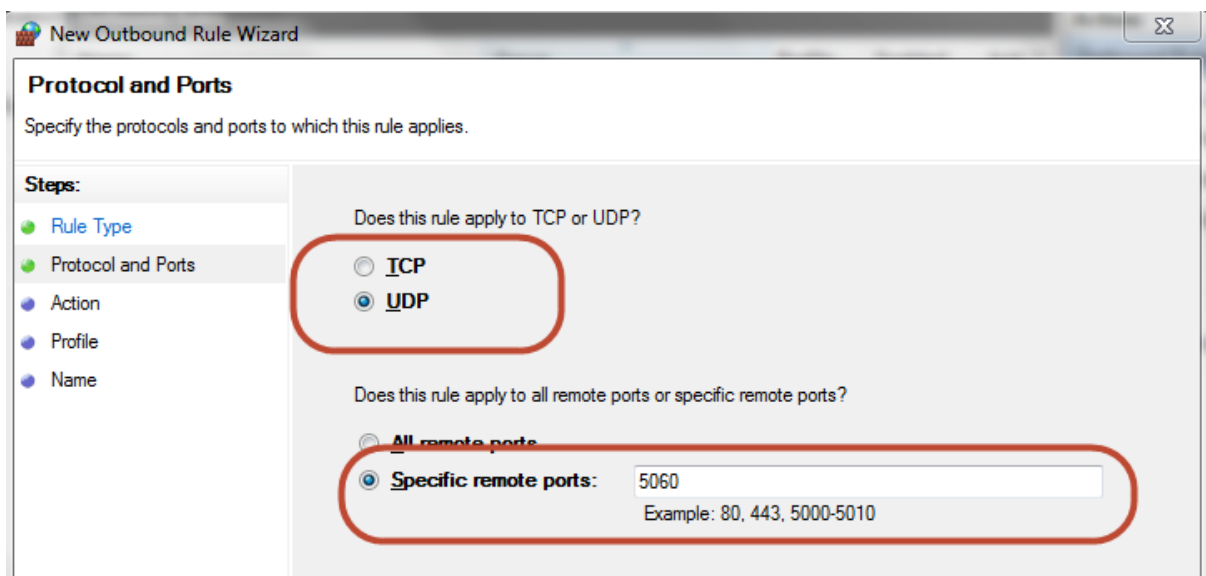
4. Then clicking **OK**
5. Then clicking **Advanced settings**, clicking **Outbound Rules**, **New Rules**



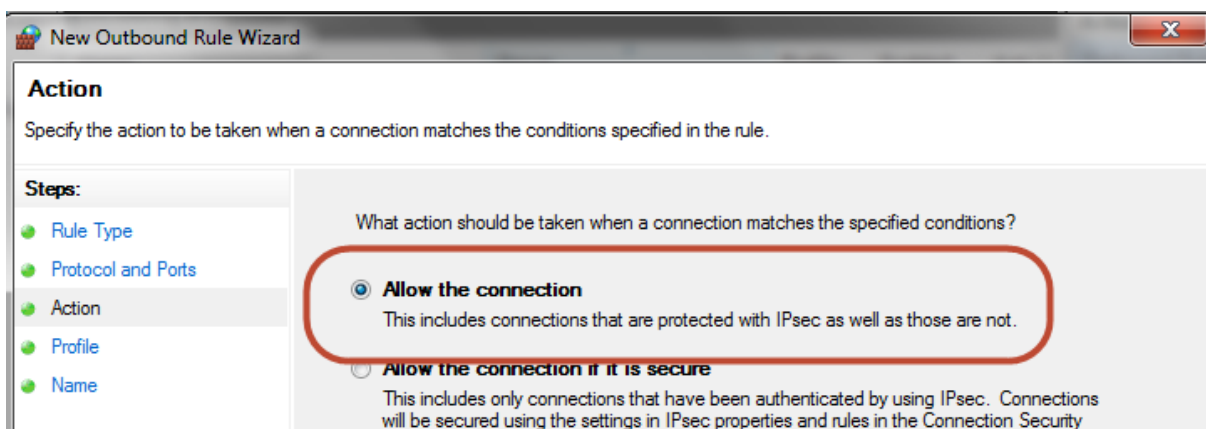
6. Click Add port.



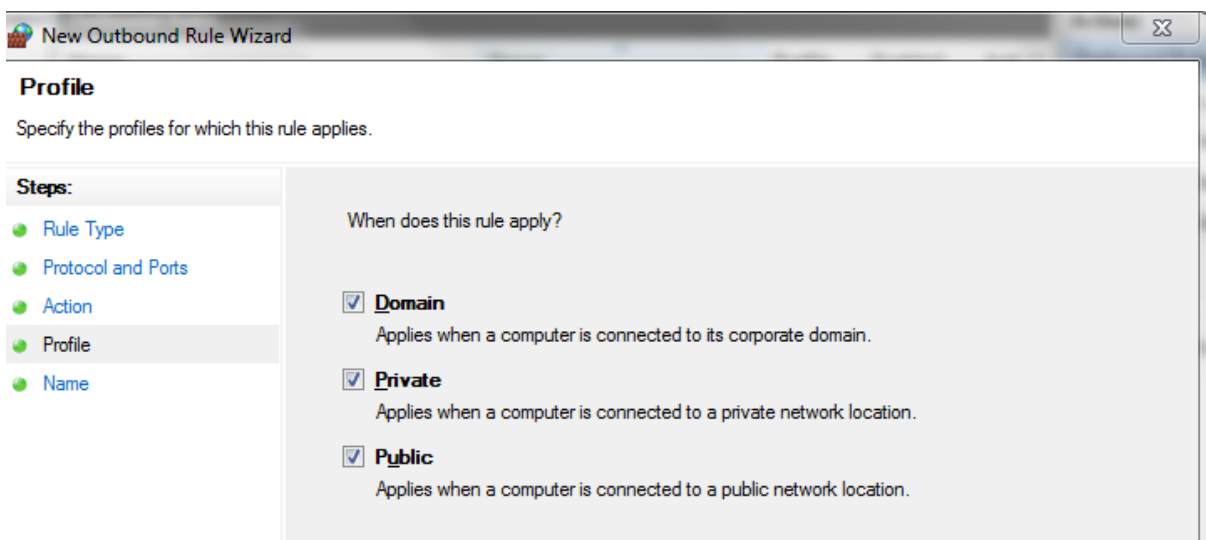
7. Specify protocol **UDP** and port **5060**



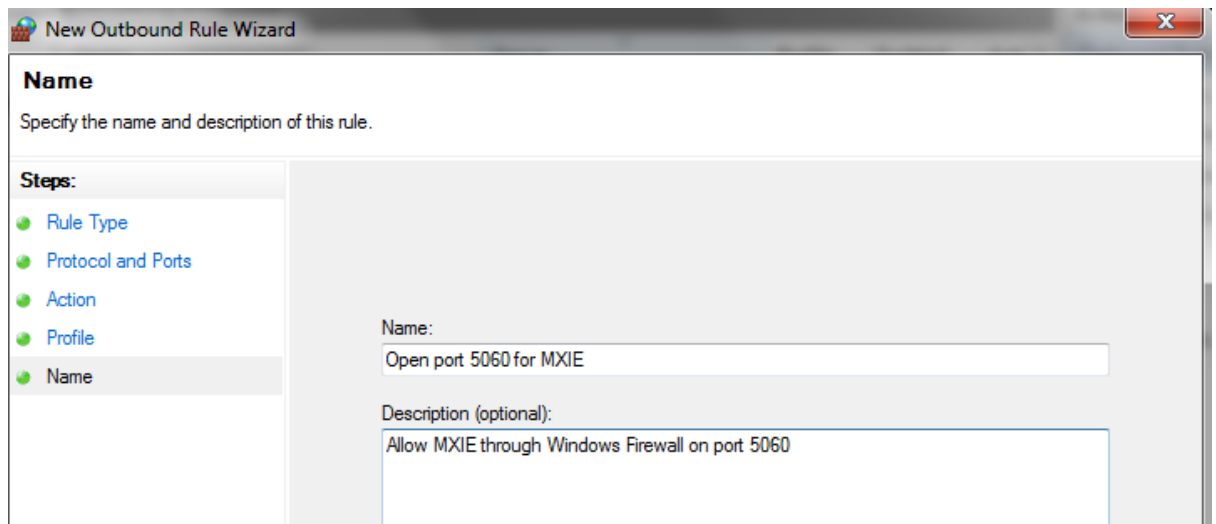
8. Then select **Allow the connection**



9. Select **NEXT**



10. In the Name box, type a name that will help you remember what the port is used for.



Then select **Finish**