

## MXIE KEEPS UNBINDING

### FIX : ALLOW MXIE AND PORT 5060 IN WINDOWS FIREWALL

#### Issue ID #fq-557

**Issue ID** fq-557

**Category:** FAQ



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

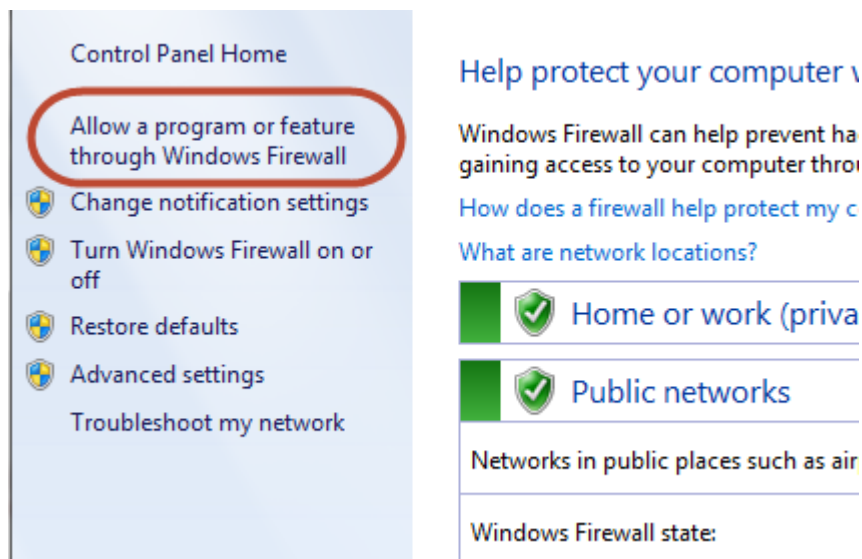
**Subsystem:** MXIE - Softphone

**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:

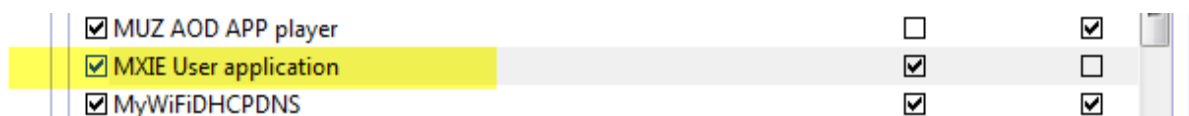
1. Check to make sure that port 5060 is not being occupied by any other application
2. Check to make sure Desktop Firewall is not filtering out traffics on port 5060
3. Check to make sure timer in VPN firewall is not blocking traffics on port 5060 on idle

#### Workaround:

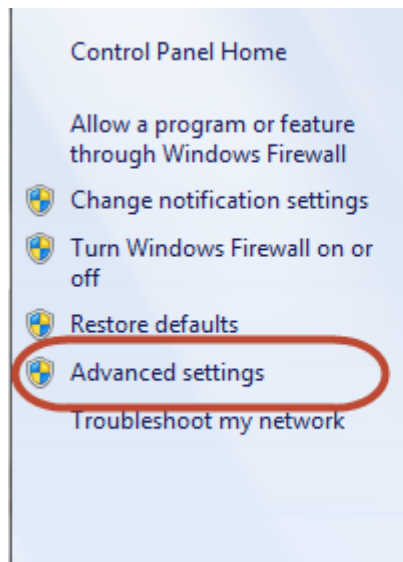
1. Open Windows Firewall by clicking the Start button , clicking Control Panel, clicking Security, and then clicking Windows Firewall.
2. Click Allow a program through Windows Firewall.  If you are prompted for an administrator password or confirmation, type the password or provide confirmation.



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**



## Help protect your computer

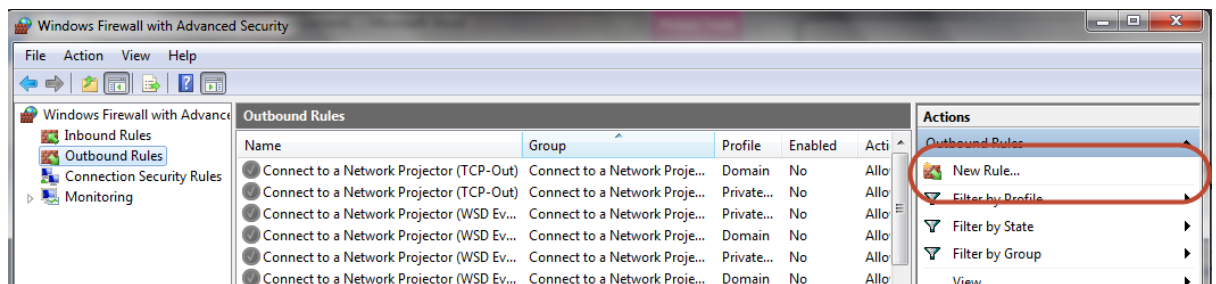
Windows Firewall can help prevent hackers from gaining access to your computer through the Internet.

[How does a firewall help protect my computer?](#)  
[What are network locations?](#)

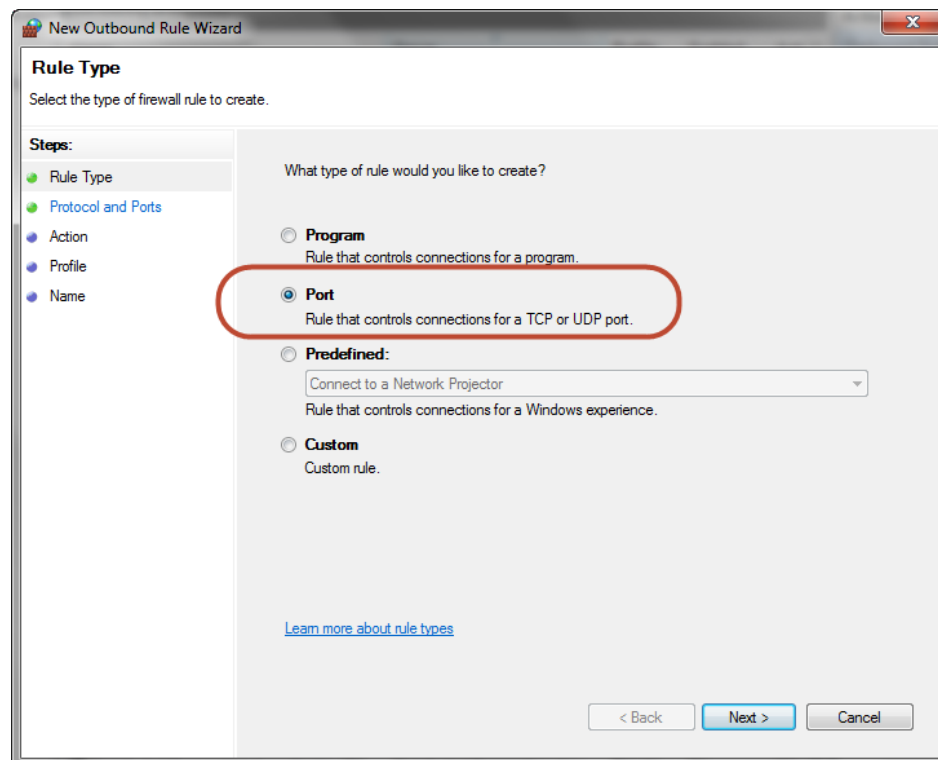
- Home or work (private) networks
- Public networks

Networks in public places such as airports, hotels, and coffee shops.

Windows Firewall state:



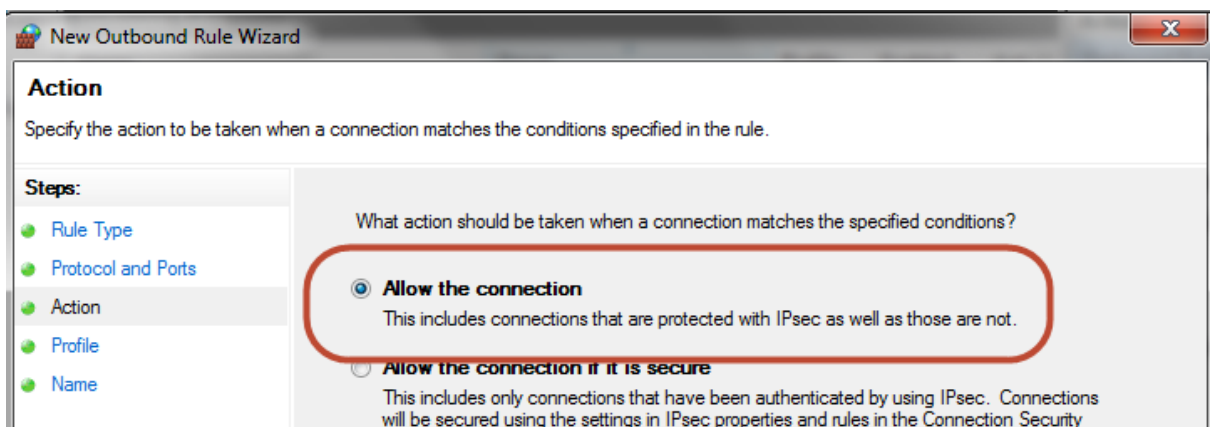
6. Click Add port.



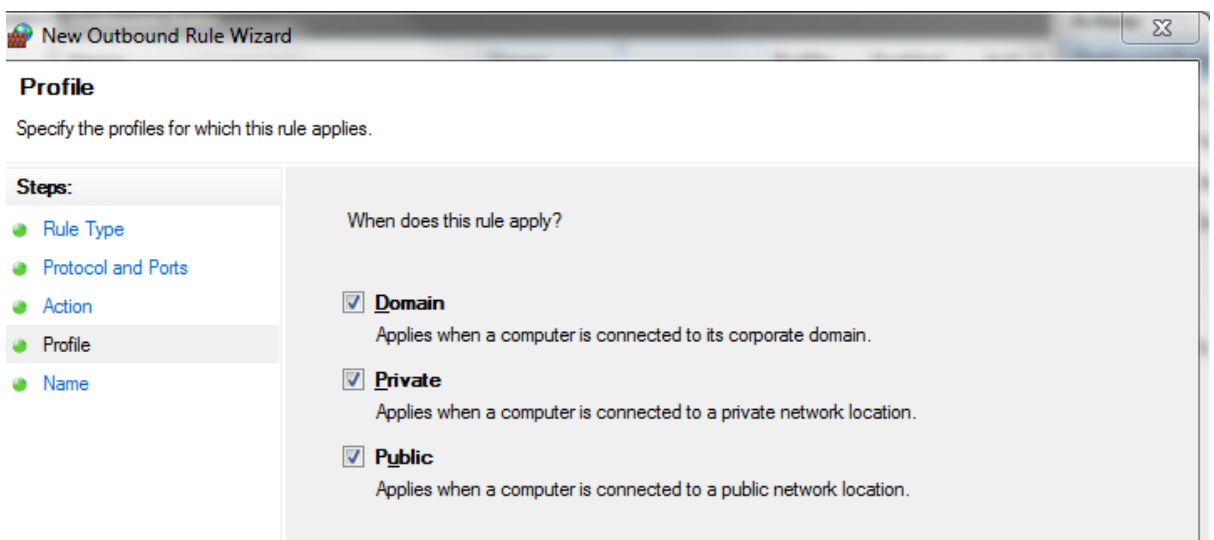
7. Specify protocol **UDP** and port **5060**



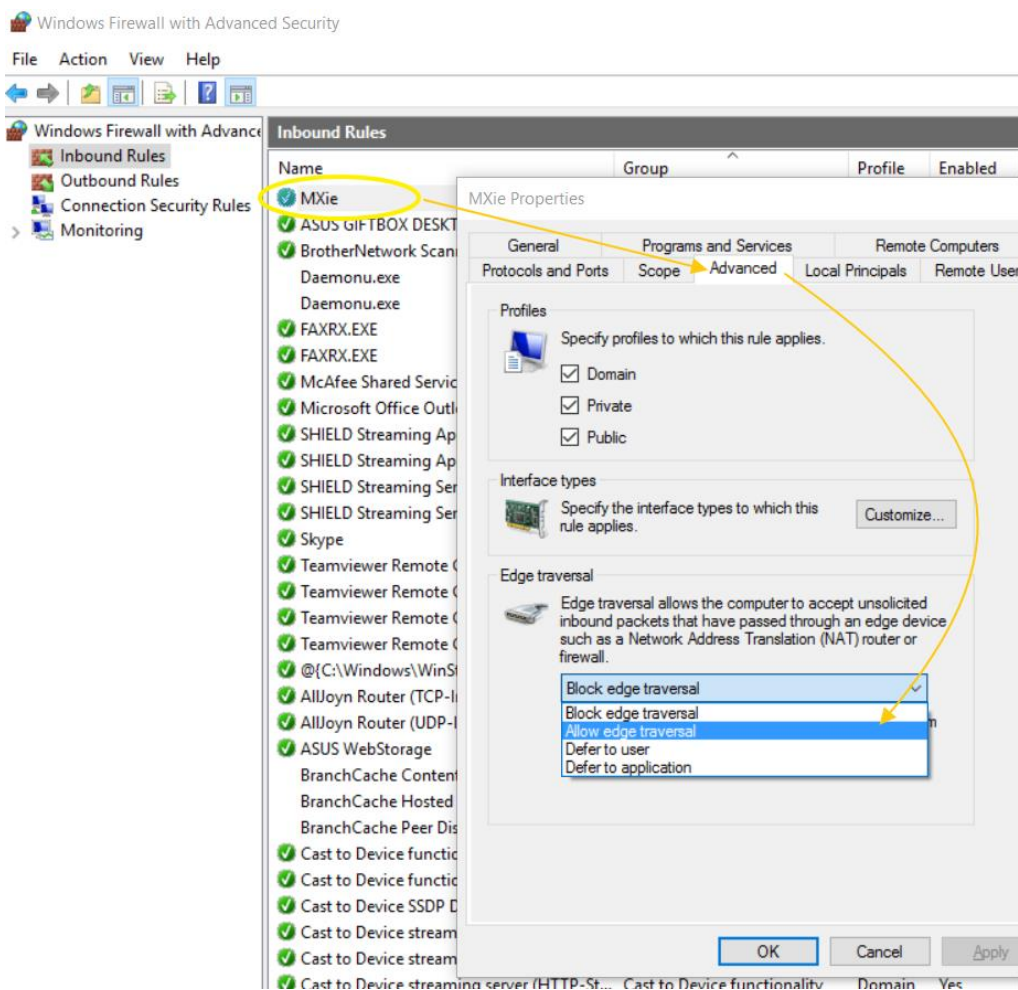
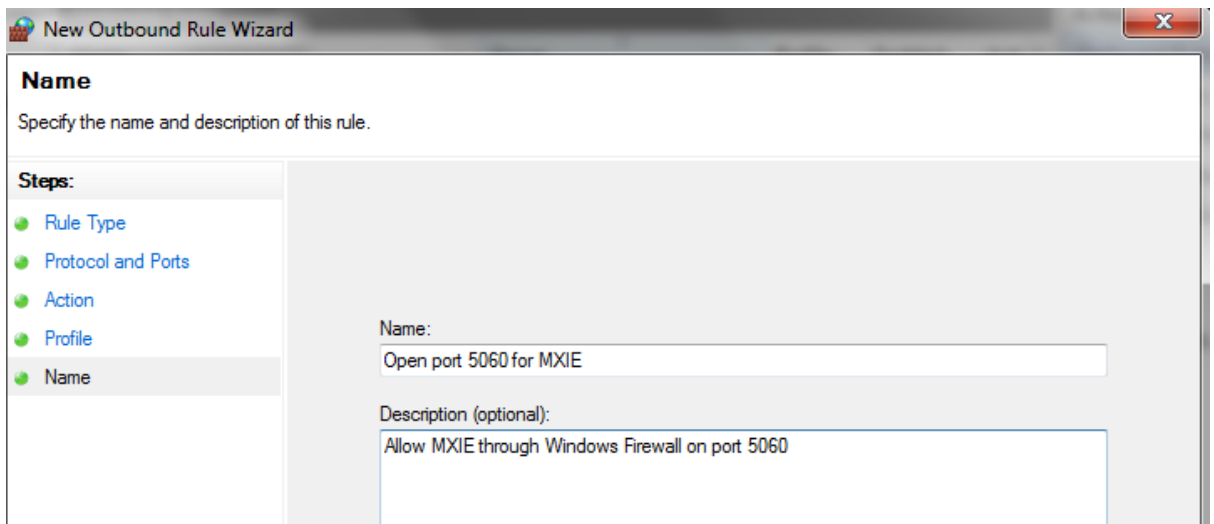
8. Then select **Allow the connection**



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** and go **BACK** into the MXIE rule that you created, and under the **Advanced** tab,

Check that your “Edge Traversal” is set to “Allow”

Have you watched our Zultys Tutorials ?

<http://www.brisnorth.com.au/zultys-tutorials/>

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