Sonicwall Router

Sonicwall Routers

in order for your phones to be able to keep registrations while using UDP as a transport you must increase the UDP timeout values.

CAUTION: Please, be aware that this modification will not be applied for ongoing connections, it will only applied to new connections (firewall rules).

Resolution for SonicOS 7.X

This release includes significant user interface changes and many new features that are different from the SonicOS 6.5 and earlier firmware. The below resolution is for customers using SonicOS 7.X firmware.

Log into the SonicWall firewall

1. Navigate to **Network | Firewall | Flood Protection**
2. Click on UDP tab.
3. Modify the **Default UDP Connection Timeout**, to the desired value
4. Click Accept button to save the changes.

Resolution for SonicOS 6.5

This release includes significant user interface changes and many new features that are different from the SonicOS 6.2 and earlier firmware. The below resolution is for customers using SonicOS 6.5 firmware.

Log into the SonicWall firewall

1. Click Manage button in the top navigation menu.
2. Navigate to the Firewall Settings | Flood Protection.
3. Click on UDP tab.
4. Under the UDP settings.
5. Modify the default UDP connection timeout, to the desired value.
6. Click Accept button to save the changes.

Resolution for SonicOS 6.2 and Below

The below resolution is for customers using SonicOS 6.2 and earlier firmware. For firewalls that are generation 6 and newer we suggest to upgrade to the latest general release of SonicOS 6.5 firmware.

Log into the SonicWall firewall.

1. Navigate to **Firewall Settings | Advanced**.
2. Scroll down to the section called **UDP**.
3. Modify the default UDP connection timeout, to the desired value.

https://www.sonicwall.com/support/knowledge-base/how-can-i-increase-the-udp-timeout-value/kA1VN0000000D2I0AU