

VoIP network obstacles

Connection Initiation

The initial communication to open the VoIP connection happens in the following directions.

	Default Behaviour	CATI Dials CTArchitect
Manual Call	CATI ==> CTArchitect	CATI ==> CTArchitect
Progressive Dialing	CATI <== CTArchitect	CATI ==> CTArchitect
Predictive Dialing	CATI <== CTArchitect	CATI ==> CTArchitect
Inbound Call	CATI <== CTArchitect	CATI <== CTArchitect

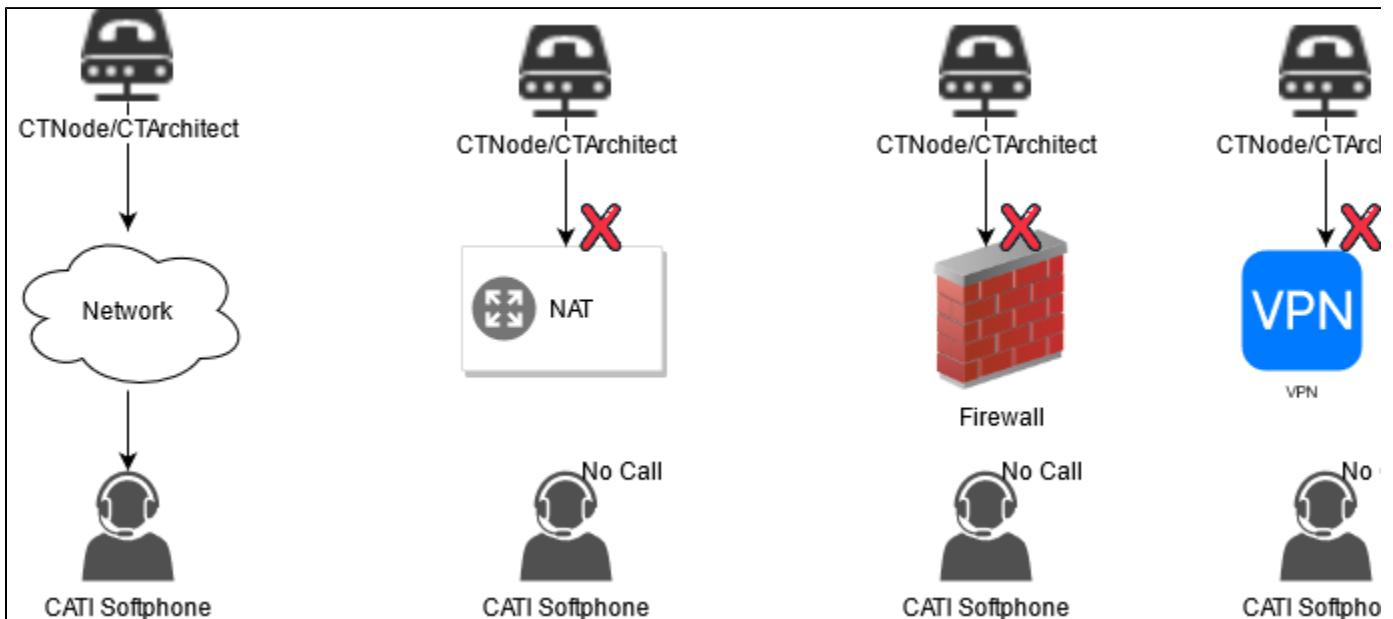
This is important to know because several network devices will block initial connections in one direction but not the other.

i It is necessary to allow connections to be initiated in both directions if you want to use all CTArchitect features and maximize your system performance. The *CATI Dials CTArchitect* can be a live saver in some scenario's but as the above table shows it does not allow inbound.

Typical Network Obstacles

There are some network devices with potential configurations that tend to prevent connections initiated from the CTArchitect towards the CATI-client.

All of these usually allow a connection to persist once a connection has been made, but will block the initial request from one of both sides.



NAT or Network Address Translation

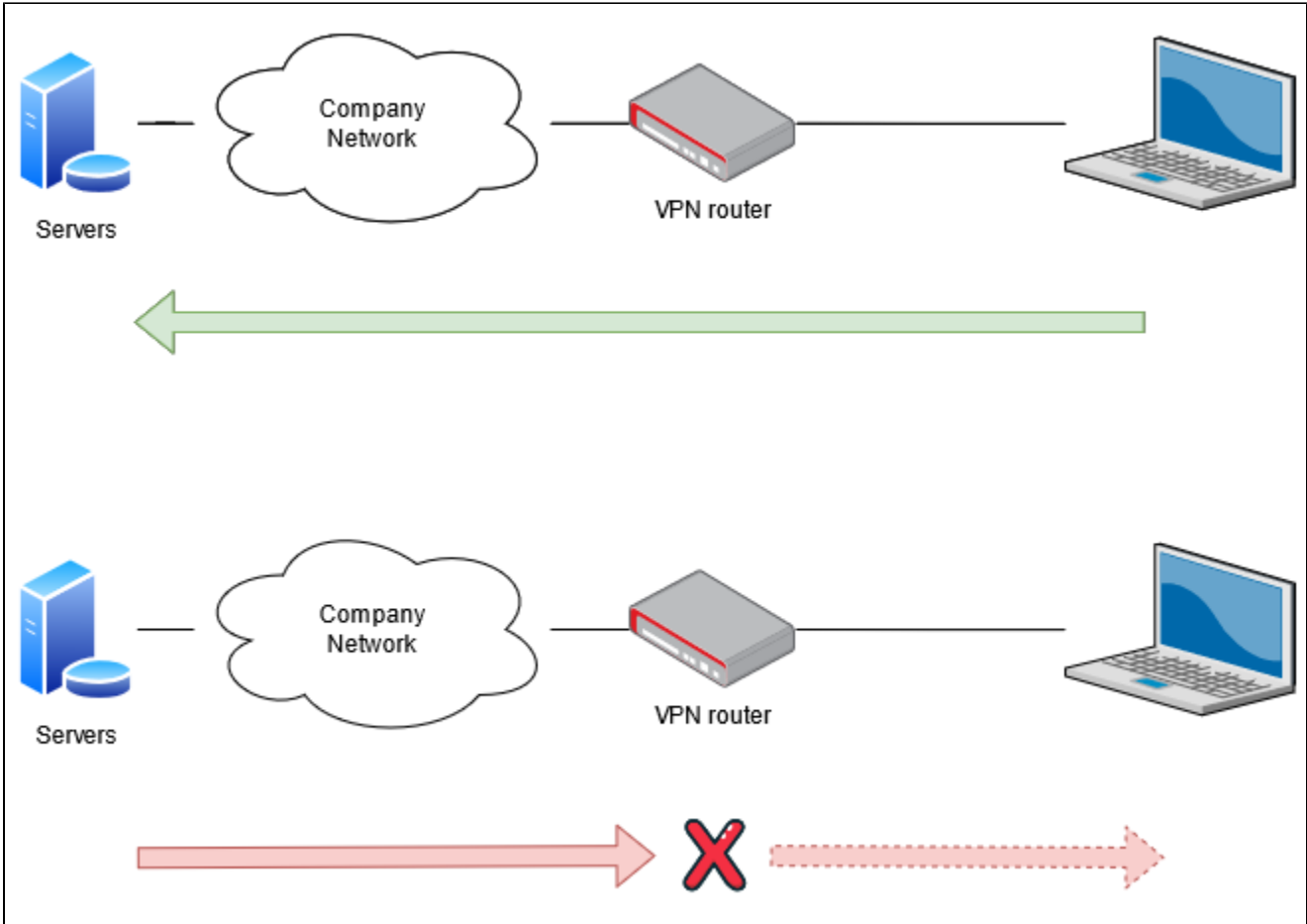
When NAT is present in the network between the CTArchitect and the CATI agents, it needs to be removed.

Firewall

When a firewall is the cause of the problem it needs to be configured to allow SIP traffic between the server and the softphones. **Allow UDP port 5060** to fix this issue.

VPN

Typically most VPNs will allow connections from the computer towards the company network but will block connections that are initiated from the company network towards the agent computer.



The reason for this is because most VPN solutions implement some form of NAT. They also often have security features such as host-isolation that function as a firewall.