

Product: i75 VoIP Handset

Purpose: i75 & Analog VoIP Gateway “No Access” Fix

Date: June 24, 2009

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General

The fix prevents a Stale Nonce value integration issue between the Analog VoIP Gateway with the i75 handset when a SIP Password is used for the SIP profile. The fix will stop the i75 from getting locked into a status of “No Access” after its software level is running at 1.6.12.

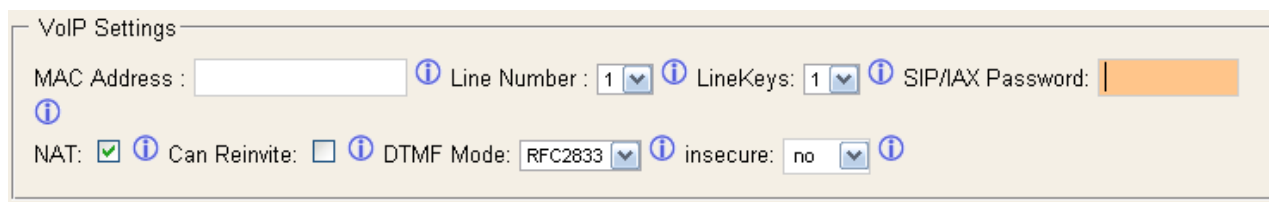
Problem

The i75 will lock into a “No Access” mode until the unit is rebooted. This is caused by a stale=true for the nonce. The nonce value is a server specified data string which is uniquely generated each time a server generates a digest challenge. The SIP RFC requires that the nonce randomly change periodically. If the client uses a nonce that was expired it is considered a 'stale nonce'. The client should then get the current nonce and use that instead.

Solution/Prevention

Option 1:

Remove SIP/IAX Password: for each user.



The screenshot shows a web-based configuration interface for VoIP settings. The title is "VoIP Settings". It contains several fields and controls:

- MAC Address: [text input field]
- Line Number: [dropdown menu with value 1]
- LineKeys: [dropdown menu with value 1]
- SIP/IAX Password: [password input field, currently empty]
- NAT: [checkbox checked]
- Can Rewrite: [checkbox unchecked]
- DTMF Mode: [dropdown menu with value RFC2833]
- insecure: [dropdown menu with value no]

Option 2:

The i75 will have to be upgraded to software version 1.6.16 or later.

Upgrade the Analog VoIP Gateway to software version 1.3.0.1

Use document [P09010 Analog VoIP GW sw 1.3.0.1](#)

On the Analog VoIP Gateway the sip.conf file will have to be edited. The parameter notifymime-type= will have to be commented in and text/plain will need to change to application/simple-message-summary.

[;notifymime-type=text/plain] to [notifymime-type=application/simple-message-summary]

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Steps:

SSH into Digium gateway using Putty or equivalent program.

Login

```
login as: root
root@172.20.106.46's password: digium
```

Type vi /etc/asterisk/sip.conf, Press Enter

```
root:~> vi /etc/asterisk/sip.conf
```

Scroll down to

```
;notifymime-type=text/plain press i
```

Delete the ; change text/plain to application/simple-message-summary

```
notifymime-type=application/simple-message-summary
```

Press Esc, then Type :wq! , Press Enter

```
:wq!
```

Type asterisk -r, Press Enter

```
root:~> asterisk -r
```

Type reload, Press Enter

```
asterisk*CLI> reload
```

Type exit, Press Enter

```
asterisk*CLI> exit
```

Type exit, Press Enter

```
root:~> exit
```

Additional Information

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877-71ASCOM (1-877-712-7266) option 3.