

Disable SIP ALG on Arris SURFboard SBG6580

Manufacturer/Vendor **Arris/Motorola**
Product(s) **SBG6580**



Summary

This article will assist a technician or end-user with disabling SIP ALG to support SIP VoIP phones behind the Arris/Motorola SURFboard SBG6580 device.

Details

Prerequisites

- User must have administrative rights to the device (if other than default).

Known Issues

- Known firmware bugs in version >3.3 causes RTP to drop mid-call, causing audio to cut out completely and not return.
- SIP ALG enabled by default, but can be disabled in newer firmware versions.
- The DHCP DNS servers (DHCP option 6) cannot be changed, causing intermittent DNS lookup failures that affect only Polycom phones. This causes intermittent call and phone registration failures on Polycom phones.

Solution

1. Login to the device administration interface. [Default IP, username and password can be found here.](#)
2. Click the **Advanced Link** at the top of the screen.
3. Uncheck the **SIP ALG Enable** option.
4. When the *Warning - Your Modem Needs to be Rebooted for SIP ALG to be Disabled* message appears, click the **OK** button.
5. Below the SIP ALG Enable option, click the **Apply** button to save changes.
6. In the upper-left corner of the page, click **Status**.
7. In the left-hand menu, click **Configuration**.
8. Click the **Reboot** button.

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