

## The function only works one way across the VPN tunnel

<b>Problem Summary</b>	Silent Monitoring experiences 1 way audio across VPN. As soon as agents go home and connect into the network via Remote Cisco 831 to HQ located Cisco 3845 (acting as VPN Concentrator), the Silent Monitoring function only works one way.
<b>Error Message</b>	None.
<b>Possible Cause</b>	This issue only occurs when a call goes across the VPN tunnel which activates the Checkpoint software.
<b>Recommended Action</b>	Disable the Checkpoint firewall and two way audio can be heard when silent monitoring. This works fine on the LAN, both sides of conversation can be monitored.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.