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Title page

### Outbound call attempt to XXXXXX failed. Reason: Unknown

I see the following error in the App Server logs: Outbound call attempt to XXXXXX failed. Reason: Unknown

#### Resolution

Check if an H.323 Gateway has been configured correctly. If not, use the guidelines below to add an H.323 Gateway, or verify your Gateway configuration. Steps:

- On CUCM, go to **Device > Gateway**
- Click on **Add New**
- Select H.323 Gateway from the drop down list
- Enter details as follows :
  - ◆ Device Name: **<IP address of CUAE>**
  - ◆ Calling Search Space: **<use same calling search space for all phones/gateways/trunks/CTI Route Points>**
- Fill in other mandatory fields as per your setup needs and Save
- On CUAE, if you haven't already configured a CUCM cluster, do so by following the guidelines in the **Managing Connections > Adding a Cisco Unified Communications Manager** section of the CUAE Administration Guide. Adding a CUCM will also create your gateway for you.
- On CUAE, if you if you have configured a CUCM cluster, but want to add a gateway / have deleted a gateway, you can follow the guidelines in the **Managing Connections > Adding an H.323 Gateway** section of the CUAE Administration guide.

### Outbound call attempt to XXXXXX failed. Reason: Normal

I see the following error in the App Server logs: Outbound call attempt to 'XXXXXX' failed. Reason: Normal.

#### Resolution

This error is indicative of configuration mismatch between the calling phone and the called phone. Ensure that the Calling Search Spaces of the phones and gateway are set to the same search space (preferably an

unrestricted one).

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**Outbound call attempt to XXXXXX failed. Reason: Unreachable**

I see the following error in the App Server logs: Outbound call attempt to 'XXXXXX' failed. Reason: Unreachable.

**Resolution**

- Ensure that the number being called is reachable, i.e., it can be called from any other IP phone registered to the same CUCM.
- Ensure that the Calling Search Space of the H.323 gateway is the same as that of the phone being called.

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**Call route group is empty or misconfigured for: MakeCall->Default**

I see the following error in the App Server logs: Call route group is empty or misconfigured for: **MakeCall > Default**

**Resolution**

- On the CUAE, go to **Applications > List Applications**
- Select the Application you are facing the issue with
- In the Base Configuration section, ensure the Call Route Group is set to the correct protocol group you intend to use in your application.
- Further, go to **Connections > Groups > List Groups** to ensure that the members of the Call Route Group are correct.
- If you have recently changed group members, restart the App Server (Go to **Serviceability > Services** , check Application Server and click Restart) for the change to be reflected.

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**Changes made to member of Call Route Group not visible**

I made a change to the members of a Call Route Group, but I don't see the change reflected.

**Resolution**

- Go to **Serviceability > Services**
- Check Application Server and click Restart. This should resolve the issue.

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**Cannot call the appserver from my phone, though configured correctly**

I cannot make a call to the appserver from my phone, even though the route pattern to my gateway seems configured correctly.

**Resolution**

- Ensure that your phone is configured correctly and registered with the Call Manager you are using with your application.
  - Ensure that the phone's Calling Search Space is set to the same space as the gateway / other phones you are using in your setup.
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**H323Provider provider does not support Barge**

I see the following error in the App Server logs: H323Provider provider does not support Barge

**Resolution**

We only support Barge with SCCP at this time.

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**How does the CUAE decide the Order of members in a Call Route Group?**

How does the CUAE decide the order of members in a Call Route Group?

**Resolution**

The CUAE picks up whichever member is idle or available, in accordance with an algorithm selected in the Route Group configuration at the CUCM end.

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**Does BridgeCalls work with H.323?**

Does BridgeCalls work with H.323?

**Resolution**

No, BridgeCalls does not work with H.323.

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