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### 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 SCCP virtual devices as well as the phones you are using in your application 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.

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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 virtual devices/ other phones you are using in your setup.
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### I hear a fast busy message when I try calling from a registered SCCP device

I have a virtual SCCP device registered by CUAE that shows up as 'Enabled Running'. It's been working but now I get a fast busy when I try to call it.

#### Resolution

- Delete and re-add the device to the SCCP Pool.
  - If the issue persists, check if any other service has registered a device with the same name. If so, delete the device and register a device with a different name.
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### Registered Skinny Device shows up as Enabled Running but does not display the DN

I have added a Skinny device to my Device Pool on the CUAE. The device shows up as **Enabled Running** but the DN is not displayed.

#### Resolution

- Check device configuration on CCM to check if device has been assigned a DN.
  - If DN has not been assigned, assign DN, save and reset the device.
  - If DN has already been assigned, check to see if device shows up as registered on the CCM end. If not, delete and re-add the device on the CUAE end.
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### Skinny Device shows up as ?Enabled Stopped?. App Server displays ?Register Reject?

I have added a Skinny Device to my Device Pool on the CUAE. The Device shows up as 'Enabled Stopped' and the App Server traces display the message "Register Reject".

#### Resolution

**Register Reject** indicates one of the following:

## CUAE\_-\_Troubleshooting\_SCCP

- The device name for the virtual device added to the CUAE already exists in the CUCM database. In this case, delete the device and verify that the new device name does not exist in the CUCM database. Steps to do this:
  - ◆ On CUCM, go to **Device > Phone**.
  - ◆ Find phone using Device Name as search option.
  - ◆ If a device is displayed as result of the search, the device name already exists in the CUCM database.
- The DN assigned to the virtual device already exists in the CUCM database. You can verify this as follows:
  - ◆ On CUCM, go to **Device > Phone**.
  - ◆ Find phone using Directory Number as search option.
  - ◆ If a device is displayed as result of the search, the Directory Number already exists in the CUCM database.

In this case, you will have to assign a new DN to the virtual device at the CUCM end.

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**How many Skinny devices do I need to add to the CUAE?**

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### **Resolution**

You need as many devices as the number of simultaneous outgoing calls you need to make, as well as one more for an incoming call to the CUAE

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**Which features are supported by the SCCP in CUAE?**

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### **Resolution**

The following features are supported by SCCP in CUAE:

- Answer Call
  - Call reject
  - Make Call
  - Call Redirect
  - Barge
  - Call Hold & Resume
  - Music On-Hold
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**During a Hold/Resume operation with Barge, is there a way for the barger to continue listening to a call after the call has been resumed?**

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### **Resolution**

Yes, you will have to use Jtapi to monitor the device in question and re-barge when an JtapiCallActive event is received.

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