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For more information on troubleshooting Cisco Intercompany Media Engine, click [here](#).

Troubleshooting VCR Upload

Use the following steps to enable voice call record (VCR) upload on the Cisco IME server:

Tip: To verify VCR upload status enter **show ime voicerecord summary** on the Cisco IME command line. You must check the VCR upload status immediately after the PSTN call as the VCRs get purged after validation.

1. Check VAP connectivity as described in [Verifying Connectivity](#).
2. Check essential configuration details as described in [Verifying Configuration](#).
3. Make sure that enrolled group that is associated with the Cisco IME service includes an enrolled pattern for the calling number. The called number must also be included in an enrolled group that is associated with the Cisco IME service on the terminating Cisco Unified Communications Manager. For more information, see the "Cisco IME Configuration Checklist" section in the *Cisco Intercompany Media Engine Installation and Configuration Guide*.
4. Make sure that the calling number is not included in an exclusion group associated with the Cisco IME service. For more information, see "Cisco IME Configuration Checklist" section in the *Cisco Intercompany Media Engine Installation and Configuration Guide*.
5. Make sure that transformations are set up correctly in Cisco Unified Communications Manager Administration and transform the calling and called party number in E.164 format.
6. Make sure that PSTN Access trunks are set up for the trunk that is used for the PSTN calls. For more information, see the "Configuring PSTN Access Trunks" section of the *Cisco Intercompany Media Engine Installation and Configuration Guide*.

Documentation References

- [Cisco Intercompany Media Engine Installation and Configuration Guide](#)
- [Cisco Intercompany Media Engine Release 8.0\(2\) TCP and UDP Port Usage](#)
- [Cisco Intercompany Media Engine Command Line Interface Reference Guide](#)