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

Troubleshooting Learning Routes

Use the following steps to enable Cisco Unified Communications Manager to learn Cisco IME routes:

1. Verify whether the IME distributed cache remains in service as described in [Verifying Peer Status and Health](#).
2. Check Verification Access Protocol (VAP) connectivity as described in [Verifying Connectivity](#).
3. Check that all PSTN calls are being made and completing successfully.
4. Make sure that VCR uploads occur and that validations succeed as described in [VCR Upload and Validation Confirmation](#). You can confirm that the Cisco Unified Communications Manager has sent VCR upload requests to the Cisco IME server by viewing the Cisco Unified Communications Manager SDI/SDL logs after you turn on detailed tracing. The request occurs after users make a PSTN call. Begin looking at the trace messages at the time of the PSTN call. Find the ?BYE? exchange of the PSTN call, and then search for ?VCR.?
5. 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 "Cisco IME Configuration Checklist" section in the *Cisco Intercompany Media Engine Installation and Configuration Guide*.
6. Make sure that the calling number is not included in an exclusion group associated with the Cisco IME service. For more information, see the "Cisco IME Configuration Checklist" section in the *Cisco Intercompany Media Engine Installation and Configuration Guide*.
7. Make sure that the Cisco Unified Communications Manager server and the Cisco Intercompany Media Engine server use NTP. If differences exist between the timestamps on servers on either side of the call, validation fails. To verify the NTP status, log into the Cisco Unified Communications Manager Command Line Interface, and enter **utils ntp status**.
8. If two sites are within the same domain and routes are validated by IME at each site, but Cisco Unified Communications Manager is NOT learning the routes at either site, check the setting named "Enable Intradomain IME" within ccmadmin under Advanced Features > Intercompany Media Services > Feature Configuration. If "Enable Intradomain IME" is set to its default setting of false, change it to true. Example CUCM trace signature for this issue:

```
15:38:58.243 |ViprUtils::isElementTrusted - element =
cisco.com is not configured in ViPRRouteFilter - continue
15:38:58.243 |ViprUtils.cpp::isViprRouteDomainTrusted
EnableIntraDomainB2BLink is false, vservice and sipuri domains
are equal
15:38:58.243 |ViprHandler::getVServicesGivenUri() (ime-1)
vService excluded due to domain-domain comparison failed
+15554328001-cisco.com
15:38:58.243 |ViprHandler::receive_VapNotifyRequest()
VapNotifyIgnored- No valid VServices found for
+15554328001-cisco.com
```

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](#)