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

## Troubleshooting Cisco Intercompany Media Engine Routes

Use the following steps to ensure that Cisco Unified Communications Manager routes calls over learned Cisco IME routes:

1. Confirm that you configured the originating device configured to make Cisco IME calls. To do so, make sure that you set the ?Use IME for Outbound Calls? drop-down list box in the Intercompany Media Services Feature Configuration window to True. Alternately, set up a common device configuration with the ?Use IME for Outbound Calls? drop-down list box set to On and associate the appropriate devices with this common device configuration. For more information, see "Cisco IME Configuration Checklist" section in the *Cisco Intercompany Media Engine Installation and Configuration Guide*.
2. Make sure that the route is enabled in Cisco Unified Communications Manager Administration. Find the learned route (**Server > Intercompany Media Services > IME Learned Routes**), and make sure that the Admin Status check box remains checked for this route.
3. Make sure that the trust group associated with the Cisco IME does not include the prefix or domain of the called number as an entrusted element. For more information, see "Cisco IME Configuration Checklist" section in the *Cisco Intercompany Media Engine Installation and Configuration Guide*. If Cisco Unified Communications Manager learns routes to numbers that you later include in an entrusted group, future calls will not go over the learned route.
4. 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*.
5. 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*.

## 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](#)