Contents

- 1 Troubleshooting VAP Connectivity
- 2 Documentation References

For more information on troubleshooting Cisco Intercompany Media Engine, click here.

Troubleshooting VAP Connectivity

Use the following steps to enable connectivity between the Cisco Unified Communications Manager server and the Cisco Intercompany Media Engine server:

1. Make sure that you have activated the Cisco IME service on the Cisco Unified Communications Manager server, as described in the "Configuring a Cisco IME Service" section in the *Cisco Intercompany Media Engine Installation and Configuration Guide*.
2. Make sure that you have configured the IP address, port, application user, and security modes to match on both servers and that you have activated the Cisco IME service, as described in "Verifying Configuration" section in the *Cisco Intercompany Media Engine Installation and Configuration Guide*.
3. Make sure that you have restarted the Cisco IME trunk that is configured with the Cisco IME service. To determine which Cisco IME to reset, display the Intercompany Media Service Configuration window (**Advanced Features > Intercompany Media Services > Service**), and note the trunk shown in the SIP Trunk field.
4. Verify the network connectivity between the servers. You can use the CLI command **utils network ping *hostname*** on both the Cisco Unified Communications Manager and the Cisco IME server to verify network connectivity. You should be albe to ping from the Cisco IME server to the Cisco Unified Communications Manager server.
5. If you are using TLS, verify the appropriate certificate configuration.

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