

Cisco Unified CME triggers with 2811/CME router are not working

Problem Summary	Cisco Unified CME triggers with 2811/CME router are not working. The integration of Cisco Unified CME with Cisco Unified CCX is correct, and there are SIP messages in the Cisco Unified CCX and Cisco Unified CME debug files. The call is offered to the Cisco Unified CCX route point but the Cisco Unified CCX application is not triggered.
Error Message	None.
Possible Cause	<p>When the caller dials the trigger directory number from the phone, the call goes through but application does not get triggered and the call hangs. This could be due to the Cisco Unified CME configuration, which is as follows:</p> <pre>voice service voip gcid allow-connections sip to sip</pre> <p>Cisco Unified CME sends Invite, but does not send OfferedEvent, so UCCX JASMIN does not report the incoming call to the SIP subsystem. Therefore, the call hangs.</p>
Recommended Action	<p>Modify the Cisco Unified CME configuration as follows:</p> <pre>voice service voip gcid callmonitor allow-connections sip to sip.</pre>
Release	Release 7.0(1)
Associated CDETS #	None.