Cisco Unified MeetingPlace, Release 6.x > Cisco Unified MeetingPlace Audio Server > Configuring > Troubleshooting the System Configuration

For IP ports that do not answer (for example, the caller hears a busy or a fast-busy sound), follow these procedures:

- To Check the Cisco Unified MeetingPlace Audio Server
- To Check the Cisco Unified MeetingPlace H.323/SIP Gateway
- To Check Cisco Unified Communications Manager

For information on troubleshooting problems with the Cisco Unified MeetingPlace H.323/SIP Gateway, see Troubleshooting Cisco Unified MeetingPlace H.323/SIP IP Gateway.

To Check the Cisco Unified MeetingPlace Audio Server

1. Access the CLI. If you do not already have terminal logging turned on, turn it on. For information, see Logging Your HyperTerminal Session.
2. Make sure that the Cisco Unified MeetingPlace Audio Server has IP ports configured and active by using the **blade** and **portstat** commands.
3. Log in to the CLI and at the tech$ prompt, enter **tvportstat -all** .
4. Monitor the output of this command while you make a test call. Verify that the incoming call is seen by the Audio Server.
5. Enter cptrace -T 5.
6. Monitor the output of this command while you make another test call. Verify that the incoming call is seen by the Audio Server.
7. Enter **errorlog -s info -l** . Scroll through the log by typing **f** and check for warnings and alarms, especially those that happen in the cpiphandler.cc file. To exit this command, enter **q** .
8. To verify that the Cisco Unified MeetingPlace Gateway SIM and Cisco Unified MeetingPlace H.323/SIP Gateway services have a status of OK, enter **gwstatus** .

To Check the Cisco Unified MeetingPlace H.323/SIP Gateway

1. Access the CLI. If you do not already have terminal logging turned on, turn it on. For information, see Logging Your HyperTerminal Session.
2. To verify that the Cisco Unified MeetingPlace Gateway SIM and Cisco Unified MeetingPlace H.323/SIP Gateway services have a status of OK, enter **gwstatus** .
3. Verify that the Cisco Unified MeetingPlace H.323/SIP Gateway configuration has the appropriate call control enabled (either H.323 or SIP).
4. Open the Cisco Unified MeetingPlace Gateway SIM event log and make a test call.
5. While looking at the Cisco Unified MeetingPlace Gateway SIM event log, verify that the Cisco Unified MeetingPlace H.323/SIP Gateway receives the test call and that the IP server returns a response code of 0, such as the following:
```
MP Resp. Msg=3 CPerr=0 SeqNum=0x16
```

6. Verify that no softphones, such as Microsoft NetMeeting, are running on the Cisco Unified MeetingPlace H.323/SIP Gateway.
7. If Cisco Unified MeetingPlace Web Conferencing is running on the same machine, be sure that Web Conferencing and the Cisco Unified MeetingPlace H.323/SIP Gateway are assigned to different IP addresses.

To Check Cisco Unified Communications Manager

1. Verify that an H.323 gateway has been created for the Cisco Unified MeetingPlace H.323/SIP Gateway and that a route pattern has been assigned to the Cisco Unified MeetingPlace H.323/SIP Gateway.
2. Verify that the Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager) server can ping the Cisco Unified MeetingPlace H.323/SIP Gateway and vice versa.
3. In the Cisco Unified Communications Manager cluster, ensure that the Cisco Unified MeetingPlace H.323/SIP Gateway points at a subscriber and not at a publisher.