

[Cisco Unified MeetingPlace Release 6.1 > 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.