

[Cisco Unified MeetingPlace Release 6.1](#) > [Cisco Unified MeetingPlace Audio Server](#) > [Configuring](#) > [Troubleshooting the System Configuration](#)

Note: If you have never been able to outdial on an IP port from your Cisco Unified MeetingPlace system, contact the technician who installed your Cisco Unified MeetingPlace Audio Server so that they can correct the problem.

If you have previously been able to outdial on an IP port from your Cisco Unified MeetingPlace system but are unable to outdial now, do the steps in the following sections:

- [Checking the Cisco Unified MeetingPlace Audio Server](#)
- [Checking the Cisco Unified MeetingPlace H.323/SIP Gateway](#)
- [Checking Cisco Unified CallManager](#)
- [Checking the IP Phone](#)

Contents

- [1 Checking the Cisco Unified MeetingPlace Audio Server](#)
- [2 Checking the Cisco Unified MeetingPlace H.323/SIP Gateway](#)
 - ◆ [2.1 To Check the Cisco Unified MeetingPlace H.323/SIP Gateway](#)
- [3 Checking Cisco Unified CallManager](#)
 - ◆ [3.1 To Check Cisco Unified CallManager](#)
- [4 Checking the IP Phone](#)

Checking the Cisco Unified MeetingPlace Audio Server

- **Is this a general call problem?** Verify that incoming calls to the Cisco Unified MeetingPlace system are connecting. If they are not, follow the procedure in the [About Troubleshooting IP Ports That Do Not Answer](#).
- **Are there any failure indications?** Note the error message you get when you attempt to outdial.
 - ◆ If you use the **activity** command, note the text message that is displayed after the failure.
 - ◆ If you join a meeting and use #3 to outdial, note the audio message you hear when the outdial fails.

Note: If you use the **activity** command and see the message "Placing call... Call was unsuccessful: General outdial error, check the exlog," then enter **errorlog -s info -l** to see what error information was written to the exlog. Scroll through the log by entering **f** and check for warnings and alarms, especially those that happen in the cpiphandler.cc and cpplacecall.cc files. To exit this command, enter **q**. You may see the following:

```
08/18 12:57:46 WARN 0x300d9 0/8, "vuiactgen.cc", 1706 (0xc23, 0x3,
0xffff0020, 0x9a)
```

```
Place Call Failed. Erc 3107, App 3, App Data 268369952, Expected
App 154
```

In this case, contact Cisco TAC and include this error information in the problem description.

- **Is this a port group configuration problem?** Use the **port** command to verify that the port group is enabled for outgoing calls.
- **Does the call even make it out of the system?** The Cisco Unified MeetingPlace translation table may be wrong. In this case, the call might not have been placed or the call was placed but the network rejected it. To check for these possibilities do the following:
 - ◆ Access the CLI. If you do not already have terminal logging turned on, turn it on. For information, see [Logging Your HyperTerminal Session](#).
 - ◆ At the tech\$ prompt, enter **cptrace -T 5**.
 - ◆ Recreate the outdial issue by either using the #3 option (if you are already in a meeting) or by opening a new CLI and running the **activity** command.
 - ◆ Look at the information displayed on the CLI that is running the **cptrace** command. If a specific port number is given (anything of the form "P nnn") then the call actually went out. You should see something similar to the following:

```
08/18 13:36:05.31 P 298 Outdial : UserID 3 RetCode 0
Dest 1019R Trans Dest 1019R
```

The preceding example shows a successful attempt to outdial to the number 1019.

- ◆ At the tech\$ prompt, enter **cptrace -t -v**. If you see nothing, try the same call again but enter **cptrace -T 5**. If you see an example similar to the following, Cisco Unified MeetingPlace placed the call:

```
08/18 13:43:44.62 P 299 Cmd: PRE-OPEN ChanHndl: 0x000b
Near End: IP Addr 172.27.6.128 RTP Port 16110
```

If the output from running both the **cptrace -t -v** and **cptrace -t -T 5** commands shows examples similar to the preceding ones, Cisco Unified MeetingPlace placed the call and the call was placed to an IP port. Any network audio messages you hear from doing a #3 outdial from a meeting may explain why the network did not accept the call.

If you see only one or neither of the two preceding examples, the problem is within Cisco Unified MeetingPlace and most likely within the outcall translation table. Contact Cisco TAC so they can modify the translation table.

- For outcalls not being placed by Cisco Unified MeetingPlace attempt a number of outdials to internal extensions, local numbers, long distance numbers (with both 11 digits [1 + area code + number] and 10 digits [area code + number] dialing), and international numbers (011 + international number dialing). Try to determine if all outcalls fail or just some. The specific number patterns that fail will help Cisco TAC determine what is wrong with the translation table.
- For outcalls placed by Cisco Unified MeetingPlace but rejected by the network, assuming that IP outcalls were recently working, check the following:
 - ◆ Have Cisco Unified CallManager routing tables been changed recently?
 - ◆ Has any aspect of your network changed recently, such as new switches, routers, hubs, or changes to the existing infrastructure?
 - ◆ Have the PSTN settings for the IP to PSTN gateway changed recently?
 - ◆ Have you recently changed your PSTN provider or the plan under your original provider? If so, for T1 PRI and E1 connections, the NSF, numbering plan identifier, or type of number codes may need to change or for T1 CAS connections, the type of signaling may have changed. For example, the old service may have used loop start but the new service uses E&M wink start.

Checking the Cisco Unified MeetingPlace H.323/SIP Gateway

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

1. Open the Cisco Unified MeetingPlace Gateway SIM event log and verify that the Cisco Unified MeetingPlace H.323/SIP Gateway receives the outdial command from the Cisco Unified MeetingPlace system.
2. Still looking at the Cisco Unified MeetingPlace Gateway SIM event log, verify that the H.323/SIP Gateway received the correct phone number.
`MeetingPlace IP outdial. Phone=651515 IRC=0 PSTN=46 Unit=0`
3. In the H.323/SIP Gateway configuration, verify that the outdial is sent using the appropriate protocol.
4. In the H.323/SIP Gateway configuration, verify that the gateway, gatekeeper, and proxy server addresses and ports are correct according to the desired protocol.
5. In the H.323/SIP Gateway configuration, verify that the E.164 address and H.323 ID fields are correct for H.323 outdials. Verify that the display name, user name, and session name are correct for SIP outdials.

Checking Cisco Unified CallManager

To Check Cisco Unified CallManager

1. If the Cisco Unified MeetingPlace H.323/SIP Gateway resides on a gateway with multiple IP addresses, verify that Cisco Unified Communications Manager (CM) (formerly known as Cisco Unified CallManager) has an H.323 gateway configuration for each IP address.
2. Verify that the gateway settings created for the H.323/SIP Gateway allow outdials.

Checking the IP Phone

Verify that the IP phone can place a direct call to the requested outdialed number.