

## Contact Center Networking: Voice Gateway cannot connect to Unified CM server

<b>Problem Summary</b>	With Cisco IOS Voice Gateways (VG) using SIP, the VG can be operational but unable to connect to the Unified CM servers (for example, if an Ethernet connection fails).
<b>Error Message</b>	N/A
<b>Possible Cause</b>	N/A
<b>Recommended Action</b>	<p>If this situation occurs, you can use the busyout-monitor interface command to monitor the Ethernet interfaces on a Voice Gateway:</p> <ul style="list-style-type: none"> <li>• To place a voice port into a busyout monitor state, use the busyout-monitor interface voice-port configuration command.</li> <li>• To remove the busyout-monitor state on the voice port, use the no form of this command.</li> </ul>
<b>Release</b>	9.x
<b>Associated CDETS #</b>	None.