

Unexpected Event for the Gatekeeper Registrations Error

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| Problem Summary | Error Message in the H.323 Service Logs States “Unexpected event for the Gatekeeper registration. Please make sure H.323 Gatekeeper is up and running.” |
| Error Message | Unexpected event for the Gatekeeper registration. Please make sure H.323 Gatekeeper is up and running. |
| Possible Cause | The configured H.323 Gatekeeper is not running or Gatekeeper is not configured correctly. |
| Recommended Action | <p>Follow these steps:</p> <ul style="list-style-type: none"> • Make sure the H.323 Gatekeeper is running on the IP address configured in the Unified CVP Call Server. Verify that the correct IP address of H.323 Gatekeeper is configured. • Verify that the IP network connectivity between the Unified CVP Call Server and H.323 Gatekeeper. |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |