

A conferenced in agent loses the connection when the agent who first received the call hangs up

Problem Summary	<p>A conferenced in agent loses the connection when the agent who first received the call hangs up.</p> <p>The call flow: (1) X initiates a call and the call goes through Unified CVP and then Unified ICME. (2) Unified ICME routes the call to Agent A on Unified CM cluster 1. (3) Agent A conferences the call with Unified IP IVR on Unified CM cluster 2. (4) Agent B on Unified CM cluster 2 becomes available and his phone rings. (5) Agent A releases the call. (6) Agent B answers the call and loses the connection.</p>
Error Message	None
Possible Cause	<p>In the Unified CM configuration for an inter-cluster (non-gatekeeper controlled) trunk, Media Termination Point Required had not been checked.</p> <p>Media Termination Point Required is used to indicate whether a media termination point (MTP) is to implement features that H.323 does not support (such as hold and transfer).</p>
Recommended Action	<p>In the Unified CM configuration for an inter-cluster (non-gatekeeper controlled) trunk, you must check (turn on) Media Termination Point Required for the Non-Gatekeeper Controlled ICT trunk on cluster 1 which communicates with Cluster 2 so that the voice path is maintained between Agent B and X (the customer).</p> <p>For further information on this topic, see <i>Configuring Trunks</i> in the Cisco Unified Communications Manager Administration Guide.</p>
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.