Transferring Customer Calls to Agents are Failing

Problem Summary	Transferring Customer Calls to Agents are Failing
Error Message	N/A
Possible Cause 1	1)Unsupported gateway. 2)Missing supported DSP module.
Recommended Actionc1	Check IPCCE compatibility matrix for the detailed information of supported gateway and DSP module. Do ?show version? and ?show inventory? to check out IOS version and DSP module of the gateway. PVDM2 is required DSP card for all supported Gateway.
Possible Cause 2	Missing static route in the DNPHost file on the dialer system when Dialer is directly connected to TDM gateway.
Recommended Action 2	Add the static route to DNPHost file.
Possible Cause 2	Missing routing configuration in CUSP when Dialer is connected to CUSP.
Recommended Action 2	Add the routing config with the appropropriate routing policy in the CUSP.
Possible Cause 3	Missing routing configuration in CUSP when Dialer is connected to CUSP.
Recommended Action 3	Add the routing config with the appropropriate routing policy in the CUSP.
Possible Cause 4	Missing or incorrect SIP Trunk configuration.
Recommended Action 4	Add SIP Trunk from UCM Administration configuration
Possible Cause 5	Missing or incorrect Gateway configuration
Recommended Action 5	Check the TDM gateway has the proper dial-peer configured for SIP REFER. The following is just an example: dial-peer voice 8 voip description catch all for refer destination-pattern .T session protocol sipv2 session target ipv4:1.1.1.1 codec g711ulaw
Release	Release 8.0
Associated CDETS #	None.
Possible Cause 6	Customer phone number and the SIP Dialer extension port number can be same
Recommended Action 6	Make sure that the customer phone number and the SIP dialer extension port number are not unique
Release	Release 8.0
Associated CDETS #	None.