

## Agent Desktop Gets a "Call Failed Due to Network Interruption" Error

<b>Problem Summary</b>	Agent desktop gets an error message stating, "call failed due to network interruption." Unified CM trace log contains the message, "Calls are dropped in H225 with a CV=41 which shows a 'temporary failure'."
<b>Error Message</b>	Call failed due to network interruption.
<b>Possible Cause</b>	IP Security policies on your H.323 Service or Call Server machines can prevent connections, thereby causing calls to fail.
<b>Recommended Action</b>	<p>View the current IP Security policy on the machine on which the Call Server is installed:</p> <ol style="list-style-type: none"> <li>1. Select <b>Start--&gt; Run--&gt; mmc-Console.</b></li> <li>2. Click <b>Add/Remove Snap-in.</b></li> <li>3. Click <b>Add.</b></li> <li>4. Click <b>IP Security Policy Management.</b></li> <li>5. Click <b>Finish</b> and <b>OK.</b></li> <li>6. In the left pane, click <b>IP Security Policies on Local Machine.</b></li> <li>7. Either disable the policy or edit the policy to allow the subnet from which calls are trying to connect.</li> </ol>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.