

Call Disconnected as Soon as Agent Answers

Problem Summary	As soon as the agent answers, the call drops.
Error Message	None
Possible Cause	There is a codec incompatibility between the phone and the codec capabilities that Unified CVP is sending.
Recommended Action	<p>Do the following:</p> <ol style="list-style-type: none"> 1. Find the Region in which the phone resides. In CCMAAdmin, check the Device Pool the phone is in and the Region the Device Pool is in. 2. In VBAdmin, do a 'ShowLocationsBasedCAC'. If set to on, look at the device pool and Region for the originating gateway. If set to off, look at the device pool and Region for the Unified CVP H.323 Service. <ol style="list-style-type: none"> 1. There are two regions: the phone region and the originating region. In CCMAAdmin >System > Region, check what codec is being used between those two regions. Both caller and agent need to be using the same codec. If are not, then a transcoding resource needs to be allocated on Unified CM. 2. If the originating endpoint is an IOS gateway, the codec may be incorrectly configured. IOS gateways can be configured for both g711 and g729. <p>On the gateway:type: conf t type: voice class codec 1 codec preference 1 g711ulaw codec preference 2 g729r8 Assign that voice-class codec to the Unified CVP voip dial-peer</p> <ol style="list-style-type: none"> 1. If the originating endpoint is an IP phone or a call initiated from Cisco Unified Outbound Agent, then codec renegotiation is not possible. Either the device region needs to be changed or a transcoding resource needs to be allocated in Unified CM.
Release	Release 7.0(2)
Associated CDETS #	None.