

## Problem with IP Transfer

<b>Problem Summary</b>	Problem with IP Transfer.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Unified CM is not registered with the Gatekeeper because the Gatekeeper information in Unified CM is incorrect.
<b>Recommended Action</b>	Change the Gatekeeper host name used during configuration to an IP address.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	Unified CM is not registered with the Gatekeeper because the Gatekeeper information in Unified CM is incorrect.
<b>Recommended Action</b>	Do the following: <ol style="list-style-type: none"> <li>1. In ccmadmin, select <b>Device &gt; Gatekeeper</b>.</li> <li>2. Add the Gatekeeper Device Information and select <b>gateway</b> as the Terminal Type.</li> <li>3. Click <b>Update</b>, then <b>Reset Gatekeeper</b>.</li> <li>4. Finally click, <b>Reset</b> to apply the changes.</li> </ol>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	Unified CM in not registered with Gatekeeper because the Reset and Restart buttons was not clicked after the Gatekeeper information was updated.
<b>Recommended Action</b>	Do the following: <ol style="list-style-type: none"> <li>1. In Operations Console, select <b>Device &gt; Gatekeeper</b>.</li> <li>2. Add the Gatekeeper Device Information and select gateway as the Terminal Type.</li> <li>3. Click <b>Update</b>, then <b>Reset Gatekeeper</b>.</li> <li>4. Click <b>Reset</b> to apply the changes.</li> </ol>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	Unified CM in not registered with Gatekeeper because a Gatekeeper registration port is not explicitly configured in Gatekeeper.
<b>Recommended Action</b>	Do the following: <ol style="list-style-type: none"> <li>1. Check the Gatekeeper configuration to verify that port 1719 is explicitly defined for the local Gatekeeper zone. For example: zone local gk1 Cisco.com 10.86.137.146 1719.</li> <li>2. Verify the Unified CM registration in Gatekeeper by entering the show Gatekeeper endpoints command in the Gatekeeper CLI.</li> </ol>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.

## Transfer\_and\_Connect:\_Problem\_with\_IP\_Transfer

<b>Possible Cause</b>	If the Unified CM is an egress Gateway, the Voice Browser is not defined as a Gateway in the Unified CM configuration.
<b>Recommended Action</b>	<p>If the H.323 Service displays the message: ERROR: IP Transfer - Destination endpoint at IP Address &lt;number1&gt; refused connection for phone number &lt;number2&gt; with reason code Unreachable Destination (where: &lt;number1&gt; is the Unified CM IP address and &lt;number2&gt; is the label where you want the call to be transferred), do the following:</p> <ol style="list-style-type: none"> <li>1. In Operations Console on the Unified CM machine by selecting <b>Device &gt; Gateway</b>.</li> <li>2. Click <b>Find</b> and verify that there is an entry and is configured.</li> </ol>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	The call is getting routed elsewhere.
<b>Recommended Action</b>	<p>If the H.323 Service displays the message: ERROR: IP Transfer - Destination endpoint at IP Address &lt;number1&gt; refused connection for phone number &lt;number2&gt; with reason code Unreachable Destination (where &lt;number1&gt; is not the Unified CM IP address that's expected and &lt;number2&gt; is the label where you want the call to be transferred), then there is a problem with Gatekeeper routing. From the Gatekeeper CLI, enter show Gatekeeper gw-type-prefix and examine the Gatekeeper routing table.</p>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.