

Problem with IP Transfer

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

Transfer_and_Connect:_Problem_with_IP_Transfer

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