

When a Call Is IP Transferred, the Caller Is Disconnected

Problem Summary	When a call is IP Transferred, the caller is disconnected.
Error Message	None.
Possible Cause	Gateway and Gatekeeper cannot find each other on the network.
Recommended Action	<p>Make sure that the Gateway can ping the Gatekeeper and vice versa:</p> <p>ping <gk ip address> from Gateway</p> <p>ping <gw ip address> from Gatekeeper</p> <p>Make sure that Gateway and Gatekeeper can resolve each other's names to IP address.</p>
Release	Release 7.0(2)
Associated CDETS #	None.
Possible Cause	Configuration on the Gateway might be incorrect.
Recommended Action	<p>Verify that the Gateway configuration is correct.</p> <p>Turn on debug in the Gateway with the following commands:</p> <p>debug h225 asn1</p> <p>debug cch323 ras</p> <p>term mon</p> <p>If the Gateway is configured properly, it should send a RAS message to register with Gatekeeper.</p> <p>Note: Turn off debug in the Gateway using the following command: no debug all</p>
Release	Release 7.0(2)
Associated CDETS #	None.