

## When a Call Is IP Transferred, the Caller Is Disconnected

<b>Problem Summary</b>	When a call is IP Transferred, the caller is disconnected.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Gateway and Gatekeeper cannot find each other on the network.
<b>Recommended Action</b>	<p>Make sure that the Gateway can ping the Gatekeeper and vice versa:</p> <p>ping &lt;gk ip address&gt; from Gateway</p> <p>ping &lt;gw ip address&gt; from Gatekeeper</p> <p>Make sure that Gateway and Gatekeeper can resolve each other's names to IP address.</p>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	Configuration on the Gateway might be incorrect.
<b>Recommended Action</b>	<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><b>Note:</b> Turn off debug in the Gateway using the following command: no debug all</p>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.