IP Phone Calls to Cisco Unity 3.x/4.x Periodically Disconnect

Document ID: 43322

Introduction

A bug was identified on an issue with new installs of Cisco CallManager version 3.3(2) with Cisco Unity versions 3.1(x) or 4.0(1). This issue involves calls that go into voice mail and get into ring−no−answer instead of being forwarded to the next available port. The issue has been identified in Cisco bug ID CSCdz76351 (registered customers only) . The problem is that the voice mail ports are set with CallWaiting = '2' instead of '0' in the database.

Prerequisites

Requirements

Readers of this document should have knowledge of this topic:

- Comfortable with command line/script editing.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 3.3(2)
- Cisco Unity versions 3.x and 4.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

Periodically, during calls to Cisco Unity from IP phones, the line goes dead and the IP phone displays "temp failed". The line the call is placed on still shows as active. The second caller into the voice mail port (on call waiting) is ignored. Eventually, the ports unregister from Cisco CallManager. The affected products are Cisco CallManager 3.3(2) and Cisco Unity 3.x and 4.x.

This error may also be seen on the Cisco Unity server in the Event viewer application log. This error was taken from the Cisco Unity 4.0(1) log.

```
Event Type:  Warning

Event Source:         CiscoUnity_TSP

Event Category:       None

Event ID:             115

Date:                 2/24/2003

Time:                 11:33:37 AM

User:                 N/A

Computer:             UNITY

Description:

Cisco Unity-CM TSP: Warning: CallWaiting tone detected
on a Voicemail port.
```

Solutions

Solution 1

There are two solutions/workarounds for this issue. The first one is to run the batch file in step 1 on the Cisco CallManager server. The batch file fixes the existing voice mail ports. To fix Cisco CallManager so that future voice mail ports do not have call waiting enabled, apply Service Pack C to Cisco CallManager. The second solution is to remove the voice mail ports and then add them back into the Cisco CallManager database.

Warning: Please be sure that you are comfortable with command line/script editing before you attempt this. Also, be sure that there are no line wraps on the lines. They must be copied completely and without extra carriage returns as this can cause problems for the .bat file parser.

1. Copy this text and save it as **DisableCallWaitingforVM.bat**.

```
@echo off
@if "%2x" == "x" goto Usage

echo USE %2                                    >temp.sql
echo -- disable callwaiting for numplan records assocaited
with voice mail ports >>temp.sql
echo Update NumPlan set tkStatus_CallWaitingEnable = 0
where pkid in  >>temp.sql
echo (Select distinct M.fkNumPlan from DeviceNumPlanMap M,
Device D >>temp.sql
echo where M.fkDevice = D.pkid and D.tkModel=80) >>temp.sql
```

```
osql −S %1 −E −i temp.sql
del temp.sql
goto endd
:Usage
@echo Usage:   DisableCallWaitingforVM "server" "database"
@echo Example: DisableCallWaitingforVM . CCM0300
:endd
```

2. Run the **DisableCallWaitingforVM.bat** command on the publisher from a command prompt.

   Note: You need to run the command under the folder that the DisableCallWaitingforVM.bat was copied to.
3. Enter the publisher and database name **CCM0300**.

   Note: You also need CCM0300 to be the current database that is in use on the publisher.
4. After you run the batch file, the output should look like `1> 2> 3> 4>5> 6> (4 rows affected)`.

   The number in the output depends on how many records were updated.
5. Stop and re−start the Cisco CallManager service for the changes to take effect.

Solution 2

This procedure assumes that the voice mail ports were added/configured in Cisco CallManager prior to applying 3.3(2)SPB or later. This solution requires a stop/start of Cisco Unity. It is also recommended that you write down the DN, partition, and CSS assigned to voice mail ports before you complete this procedure.

1. Select **Feature** > **Voice Mail** > **Cisco Voice Mail Port Wizard**.
2. Select **Delete Ports from an existing Cisco Voice Mail Server**.
3. Click **Next** and follow the wizard instruction to remove the ports.
4. Select **Feature** > **Voice Mail** > **Cisco Voice Mail Port** and verify that ports are deleted.
5. If 3.3(2)SPB or later is not installed, follow the service pack readme instruction to install it. If it is already installed, proceed to step 6.
6. Go back to the Cisco Voice Mail Port Wizard, select **Create a new Cisco Voice Mail Server and add ports to it** and click **Next**.
7. Follow the wizard to add the voice mail port back into the system.
8. On the Cisco Unity Server, stop/start Cisco Unity from the system tray to register the ports again.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation − Cisco Systems**

Updated: Feb 02, 2006 Document ID: 43322