

Failure of CCME to Recognize the Second Port of Cisco ATA

Document ID: 68250

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Introduction

This document describes one possible reason that Port 2 of the Cisco Analog Telephone Adaptor (ATA) is not displayed. This document provides a solution for this problem in a Cisco CallManager Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of this topic:

This document assumes that the reader is familiar with the content in the Cisco ATA 186 Basic Configuration and EPID0orSID0 and EPID1orSID1 Configuration documents.

It is assumed that one already knows how to register ATA ports generally.

- Cisco CallManager Express
- Ensure that there is IP connectivity between the Cisco ATA 186 and Cisco CallManager Express.
- Ensure that the Cisco ATA 186 is accessible through the web server method for further configuration.

Components Used

The information in this document is based on this software:

- Cisco CallManager Express

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

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

Cisco CallManager Express displays only Port 1 for Cisco ATA. Cisco CallManager Express fails to recognize Port 2 of the Cisco ATA.

Note: SID0 and SID1 need to be a . for CCME registration.

Solution

The problem described is a configuration issue. In order for Port 2 to be recognized by Cisco CallManager Express, complete these steps on CallManager Express:

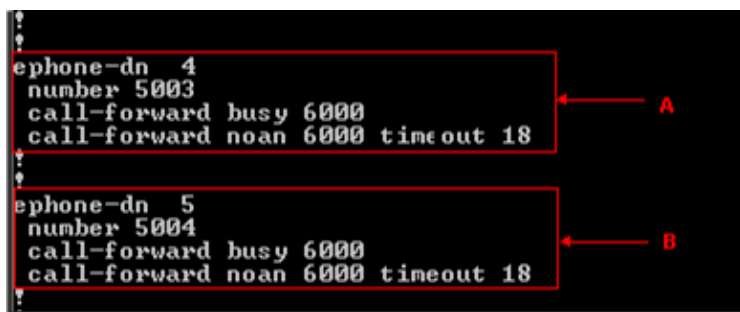
1. Configure a directory number for Port 1 (see arrow A in Figure 1):

```
ephone-dn 4
  number 5003
  call-forward busy 6000
  call-forward noan 6000 timeout 18
```

2. Configure a directory number for Port 2 (see arrow B in Figure 1):

```
ephone-dn 5
  number 5004
  call-forward busy 6000
  call-forward noan 6000 timeout 18
```

Figure 1 *Define the Phone Number*



```
ephone-dn 4
  number 5003
  call-forward busy 6000
  call-forward noan 6000 timeout 18

ephone-dn 5
  number 5004
  call-forward busy 6000
  call-forward noan 6000 timeout 18
```

3. Configure Port 1.

As shown by arrow A in Figure 2, ephone 4 refers to ephone-dn 4 through button 1:4 (see arrow A in Figure 1) for phone number and call forward handling. It also defines the MAC address, phone type and button definition. The `mac-address` is the MAC address of the phone.

4. Configure Port 2.

As shown by arrow B in Figure 2, ephone 5 refers to ephone-dn 5 through button 1:5 (see arrow B in Figure 1) for phone number and call forward handling. It also defines the MAC address, phone type and button definition. The `mac-address` is a fabricated one, created by dropping the two left-most digits from the phone MAC address and adding the digits 01 to the right-most portion of the MAC address. In Figure 2, 0003.3834.B3BA (real MAC address) and 0338.34B3.BA01 (fabricated MAC address) are the MAC address for Port 1 and 2, respectively.

Figure 2 *Define Lines*

