

Failure for Sony Video Endpoints to Register with Cisco CallManager

Document ID: 71030

Introduction

Prerequisites

Requirements

Components Used

Conventions

Background

Topology

Problem

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes one reason why Sony video endpoints such as PCS–TL30 and PCS–TL50 fail to register with Cisco Unified CallManager and provides a solution in a Cisco Unified CallManager environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified CallManager
- Sony PCS–TL30 and PCS–TL50

Components Used

The information in this document is based on Cisco CallManager version 4.1 and later.

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.

Background

The Cisco CallManager solution can be integrated with the Sony PCS–TL30 and PCS–TL50 desktop units for group video conferencing. The Sony PCS–TL30 and PCS–TL50 are a network–ready video communication

system that allows you to instantly communicate with your business counterparts over IP networks.

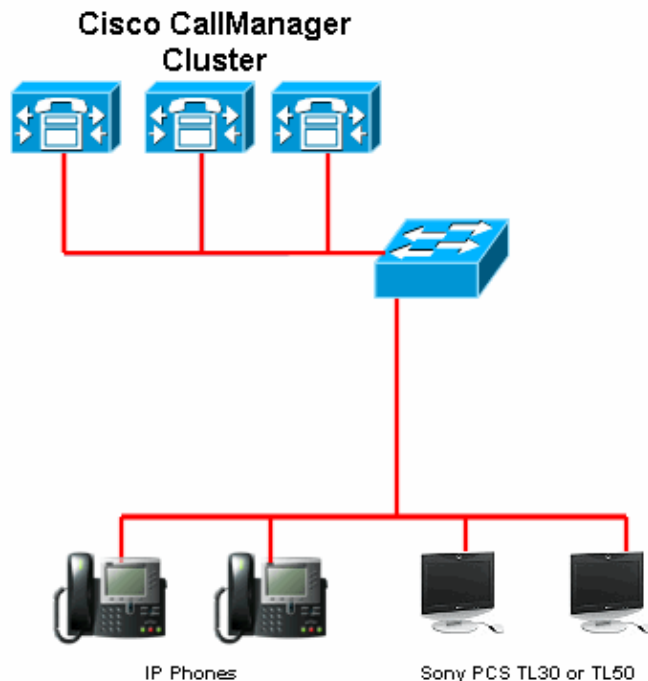
Key features of the solution include these features:

- The PCS–TL30 and PCS–TL50 terminals that operate with Cisco CallManager 4.1 enable users to dial the phone number of the video conference call without needing to input IP addresses.
- Users can easily connect to multiple parties within the same IP telephony network, even if some are not on a video conferencing system.
- The PCS–TL30 and PCS–TL50 allow users in the Skinny Client Control Protocol (SCCP) network to directly dial conference call attendees who might be on different devices (for example, mobile phones) and/or different networks (for example, DSL, mobile cellular).

Topology

Sony PCS TL30 and PCS TL50 can communicate with Cisco Unified CallManager using SCCP protocol (see Figure 1).

Figure 1 Network Topology



Problem

Cisco Unified CallManager is configured to support Sony PCS–TL30 and PCS–TL50 based on the Cisco CallManager Setup Guide published by Sony. These two tasks have been completed:

1. The Sony PCS Plug–in was installed on the Cisco Unified CallManager Publisher.
2. Sony video endpoints were added to the Cisco Unified CallManager.

However, Sony PCS–TL50 and PCS–TL30 fail to register to Cisco Unified CallManager. This error is identified in the application event log:

Cisco – Failure for Sony Video Endpoints to Register with Cisco CallManager

```
Error: DeviceTransientConnection - Transient connection attempt.  
Connecting Port: 0  
Device name [Optional].:  
Device IP address.: 10.10.10.10  
Device type. [Optional]: 255  
Reason Code [Optional].: 6  
App ID: Cisco CallManager  
Cluster ID: SNAOTXARMSNCM1-Cluster  
Node ID: 10.10.10.10
```

Solution

This problem is an installation issue. In order for Cisco Unified CallManager to support Sony PCS-TL30 and PCS-TL50, you must install the Sony PCS Plug-in on all Cisco Unified CallManagers in the cluster. When the problem happens, the Sony PCS Plug-in is only installed on the Cisco Unified CallManager Publisher.

After you install the Sony PCS Plug-in on all Cisco Unified Subscribers, Sony PCS-TL30 and PCS-TL50 successfully register with the Cisco Unified CallManager.

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Voice & Video: General

Related Information

- [Cisco CallManager Setup Guide](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
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