

IP Phone Error Message – Registration Rejected: Error DBConfig

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Introduction

This document explains the recommended workaround for the `Registration Rejected: Error DBConfig` error message. You might receive this error message when the IP phone auto-registers to the Cisco Unified Communications Manager.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager and Cisco IP Phones.

Components Used

The information in this document is based on Cisco Unified Communications Manager 4.x and 7900 Series IP Phones.

Conventions

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

Registration Rejected: Error DBConfig Error Message

Typically, a `Registration Rejected: Error DBConfig` message indicates an issue with unassigned directory numbers (DNs).

Solution 1

Complete these steps in order to overcome this error message:

1. Go to the route plan report of the publisher and search for all of the unassigned DN's. If there are any, delete those extensions using the procedure described in *CallManager 4.x: Delete Unassigned Directory Numbers Configuration Example*. This should take care of the error message.

2. Verify that **Auto-registration Disabled on this Cisco CallManager** is unchecked under **System > CallManager > Server** in the CCMAdmin.

Dependency Records

Cisco CallManager: 172.16.2.200 (CCM1) on 172.16.2.200
CTI ID: 2
Status: Ready

Copy Update Delete Reset Devices

Server Information

Cisco CallManager Name* 172.16.2.200
Description CCM1

Auto-registration Information

Starting Directory Number* undefined
Ending Directory Number* undefined
Partition < None >
External Phone Number Mask undefined

Auto-registration Disabled on this Cisco CallManager

Cisco CallManager TCP Port Settings for this Server

Ethernet Phone Port* 2000
Digital Port* 2001
Analog Port* 2002
MGCP Listen Port* 2427
MGCP Keep-alive Port* 2428

* indicates required item.

3. Choose the respective Cisco CallManager group, normally the default, and verify that **Auto-registration Cisco CallManager Group** is checked.
4. Choose **C:\Program Files\Cisco\TFTPPath** and look for the **xmldefault.cnf** file. Open the file with Notepad, and make sure that the Cisco CallManager group is there. It appears as the IP address of the servers group at the beginning of the file.
5. Check to see if a Certificate Trust List (CTL) is used.
6. Check for any replication issues.

Solution 2

If Cisco IP Phones cannot register to the Cisco CallManager with the `Registration Rejected Database Config Error` error message, and if the DBLHelper shows no issues with the replication, it might be due to the blank `hosts` file and `lmhosts` file. Make sure that you enter the required information in these files followed by a factory reset on the IP phone in order to resolve the issue.

Related Information

- **Troubleshooting Cisco IP Phone (7910, 7940, 7960, 12 SP, and 30 VIP) Registration Problems with Cisco CallManager 3.x and 4.0**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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