



# Cisco CallManager Services Issues

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This section covers the solutions for the following most common issues that relates to Cisco CallManager services:

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- [Hardware Transcoder Not Working As Expected, page 7-4](#)
- [No Supplementary Services Available On An Established Call, page 7-6](#)
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## No Available Conference Bridge

**Error Message** No Conference Bridge Available

**Possible Cause**

This could indicate either a software or a hardware problem.

**Recommended Action**

1. Check to see whether you have any available software or hardware Conference Bridge resources that are registered with Cisco Unified CallManager.
2. Make sure that you configure the Media Resource Group (MRG) and Media Resource Group Lists (MRGL) properly.

- Use either Microsoft Performance or the Real-Time Monitoring Tool to check the number of Unicast AvailableConferences.

The Cisco IP Voice Media Streaming application performs the conference bridge function. One software installation of Cisco IP Voice Media Streaming will support 16 Unicast Available Conferences (three people/conference), as shown in the following trace.

```
10:59:29.951 Cisco CallManager|UnicastBridgeControl -
wait_capabilities_StationCapRes - Device= CFB_kirribilli -
Registered - ConfBridges= 16, Streams= 48, tcpHandle=4f12738
10:59:29.951 Cisco CallManager|UnicastBridgeManager -
UnicastBridgeRegistrationReq - Device Registration Complete for
Name= Xoø ô%ô - DeviceType= 50, ResourcesAvailable= 16,
deviceTblIndex= 0
```

One E1 port (WS-X6608-E1 card contains 8x E1 ports) provides five Unicast Available Conferences (max conference size = 6), as shown in the following trace.

```
11:14:05.390 Cisco CallManager|UnicastBridgeControl -
wait_capabilities_StationCapRes - Device= CFB00107B000FB0 -
Registered - ConfBridges= 5, Streams= 16, tcpHandle=4f19d64
11:14:05.480 Cisco CallManager|UnicastBridgeManager -
UnicastBridgeRegistrationReq - Device Registration Complete for
Name= Xoø ô%ô - DeviceType= 51, ResourcesAvailable= 5,
deviceTblIndex= 0
```

The following hardware trace on the Cisco Catalyst 6000 8 Port Voice T1/E1 and Services Module indicates that the E1 port 4/1 in the card registered as a Conference Bridge with Cisco Unified CallManager.

```
greece-sup (enable) sh port 4/1
Port Name                Status      Vlan      Duplex Speed
Type
-----
4/1                        enabled    1         full    -Conf
Bridge

Port      DHCP      MAC-Address      IP-Address      Subnet-Mask
-----
4/1      disable  00-10-7b-00-0f-b0 10.200.72.31
255.255.255.0

Port      Call-Manager(s)  DHCP-Server      TFTP-Server
Gateway
```

```
-----  
-----  
4/1 10.200.72.25 - 10.200.72.25 -  
  
Port DNS-Server(s) Domain  
-----  
-----  
4/1 - 0.0.0.0  
  
Port CallManagerState DSP-Type  
-----  
-----  
4/1 registered C549  
  
Port NoiseRegen NonLinearProcessing  
-----  
-----  
4/1 disabled disabled
```

4. Check the maximum number of users that are configured in your ad hoc or meet-me conference to determine whether the problem occurred because this number was exceeded.
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# Hardware Transcoder Not Working As Expected

## Symptom

You have installed a hardware transcoder in the Cisco Catalyst 6000 8 Port Voice T1/E1 and Services Module, and it does not work as expected (you cannot make calls between two users with no common codec).

## Possible Cause

You may not have any available transcoder resources that are registered with Cisco Unified CallManager (must be hardware).

## Recommended Action

Use Microsoft Performance or the Real-Time Monitoring Tool to check the number of MediaTermPointsAvailable that are available.



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**Note** Cisco CallManager Release 3.1 uses different names for counters and objects. Refer to the *Cisco Unified CallManager Serviceability Administration Guide* for more information.

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One E1 port (WS-X6608-E1 card contains 8x E1 ports) provides transcoder/MTP resources for 16 calls, as shown in the following trace.



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**Note** The number of supported devices may vary with different Cisco Unified CallManager releases. Refer to the Release 3.1 documentation at the following location:  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_1/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/index.htm)

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```
11:51:09.939 Cisco CallManager|MediaTerminationPointControl -  
Capabilities Received - Device= MTP00107B000FB1 - Registered -  
Supports 16 calls
```

The following hardware trace on the Cisco Catalyst 6000 8 Port Voice T1/E1 and Services Module indicates that the E1 port 4/2 in the card registered as an MTP/transcoder with Cisco Unified CallManager.

```

greece-sup (enable) sh port 4/2
Port Name Status Vlan Duplex Speed Type
-----
4/2 enabled 1 full - MTP

Port DHCP MAC-Address IP-Address Subnet-Mask
-----
4/2 disable 00-10-7b-00-0f-b1 10.200.72.32 255.255.255.0

Port Call-Manager(s) DHCP-Server TFTP-Server Gateway
-----
4/2 10.200.72.25 - 10.200.72.25 -

Port DNS-Server(s) Domain
-----
4/2 - 0.0.0.0

Port CallManagerState DSP-Type
-----
4/2 registered C549

Port NoiseRegen NonLinearProcessing
-----
4/2 disabled disabled

```




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**Note** You cannot configure the same E1 port for both Conference Bridge and Transcoder/MTP

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To make a call between two devices that are using a low bit rate code (such as G.729 and G.723) that do not support the same codec, you need a transcoder resource.

Assume Cisco Unified CallManager has been configured such that the codec between Region1 and Region2 is G.729. The following scenarios apply:

- If caller on Phone A initiates a call, Cisco Unified CallManager realizes it is a Cisco Unified IP Phone model 7960, which supports G.729. After the digits are collected, the Cisco Unified CallManager determines that the call is destined for User D who is in Region2. Because the destination device also supports G.729, the call gets set up, and the audio flows directly between Phone A and Phone D.

**No Supplementary Services Available On An Established Call**

- If a caller on Phone B, who has a Cisco Unified IP Phone model 12SP+, initiates a call to Phone D, this time the Cisco Unified CallManager would realize that the originating phone only supports G.723 or G.711. Cisco Unified CallManager would need to allocate a transcoding resource so audio would flow as G.711 between Phone B and the transcoder but as G.729 between the transcoder and Phone D. If no transcoder were available, Phone D would ring, but as soon as the call was answered, the call would disconnect.
- If a user on Phone B calls Phone F, which is a Cisco Unified IP Phone model 12SP+, the two phones would actually use G.723, even though G.729 is configured as the codec to use between the regions. G.723 gets used because both endpoints support it, and it uses less bandwidth than G.729.

## No Supplementary Services Available On An Established Call

### Symptom

A call gets established, but supplementary services are not available.

### Possible Cause

An MTP resource problem could provide the source of the transcoding problem if a call is established, but supplementary services are not available on an H.323 device that does not support H323v2.

### Recommended Action

1. Determine whether you have any available software or hardware MTP resources that are registered with Cisco Unified CallManager.
2. Use Microsoft Performance or the Real-Time Monitoring Tool to check the number of MediaTermPointsAvailable.



**Note** Cisco CallManager Release 3.1 uses different names for counters and objects. Refer to the *Cisco Unified CallManager Serviceability Administration Guide* for more information.

Using MTP to support supplementary services with H.323 devices that do not support H.323v2 allows one MTP software application to support 24 calls as shown in the following trace.



**Note** The number of supported devices may vary with different Cisco Unified CallManager releases. Refer to the Release 3.1 documentation at the following location:  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_1/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/index.htm)

```
10:12:19.161 Cisco CallManager|MediaTerminationPointControl -
Capabilities Received - Device= MTP_kirribilli. - Registered -
Supports 24 calls
```

One E1 port (WS-X6608-E1 card contains 8x E1 ports) provides MTP resources for 16 calls, as shown in the following trace.

```
11:51:09.939 Cisco CallManager|MediaTerminationPointControl -
Capabilities Received - Device= MTP00107B000FB1 - Registered -
Supports 16 calls
```

The following hardware trace from the Cisco Catalyst 6000 8 Port Voice T1/E1 and Services Module indicates that the E1 port 4/2 in the card has registered as an MTP/transcoder with Cisco Unified CallManager.

```
greece-sup (enable) sh port 4/2
Port Name                Status      Vlan      Duplex Speed
Type
-----
4/2                       enabled    1         full   - MTP

Port      DHCP    MAC-Address      IP-Address      Subnet-Mask
-----
4/2      disable 00-10-7b-00-0f-b1 10.200.72.32
255.255.255.0
```

## Cannot Complete Conference Call

```

Port      Call-Manager (s)  DHCP-Server      TFTP-Server
Gateway
-----
4/2      10.200.72.25     -                 10.200.72.25    -

Port      DNS-Server (s)   Domain
-----
4/2      -                 0.0.0.0

Port      CallManagerState DSP-Type
-----
4/2      registered       C549

Port      NoiseRegen NonLinearProcessing
-----
4/2      disabled        disabled

```

3. In the Gateway Configuration window of Cisco Unified CallManager Administration, check to see whether the **Media Termination Point Required** check box is checked.
4. Verify that Cisco Unified CallManager allocated the required number of MTP devices.

# Cannot Complete Conference Call

**Symptom** Cisco Unified IP Phone displays the message: “Unable to complete conference call” or “Cannot complete conference call.”

**Possible Cause** This could indicate a codec mismatch exists between IP phones used for conferencing.

### Recommended Action

Do one of the following:

- Use the same codecs on phones used for conferencing, and make sure that all of the regions and conference bridges use the same codec.
- Use hardware conference bridges which can perform transcoding.