

Cisco Unified Communications Manager 5.x/6.x/7.x: Auto-registration Fails

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Introduction

This document discusses how to troubleshoot the auto-registration issues with Cisco Unified Communications Manager 5.x/6.x/7.x.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager 5.x/6.x/7.x administration
- SIP

Components Used

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

- Cisco Unified Communications Manager 5.x/6.x/7.x that runs on the Linux platform
- Cisco 7940 IP Phone

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

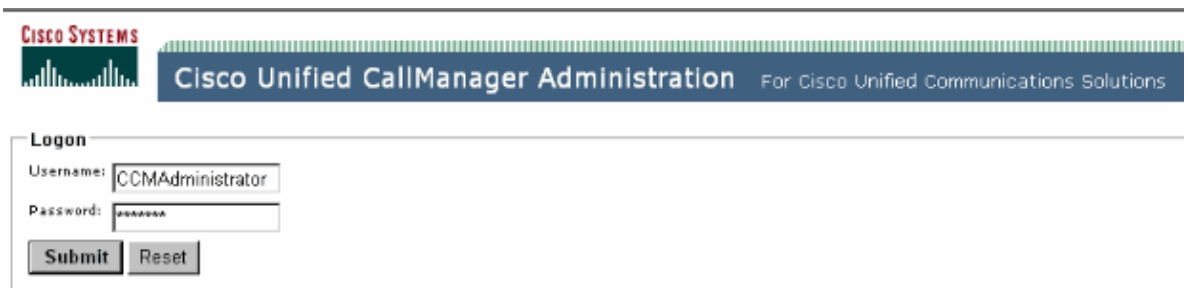
Cisco Unified Communications Manager 5.0 can be used to convert an SCCP IP phone into a SIP IP phone using the **Migrate Phones** option under Phones provided in the Bulk Administration. After you convert SCCP IP phones to SIP IP phones, they fail to register with the Cisco Unified Communications Manager 5.0 and display the `Registration rejected` error message. The same IP phones successfully register with the SCCP load.

Solution

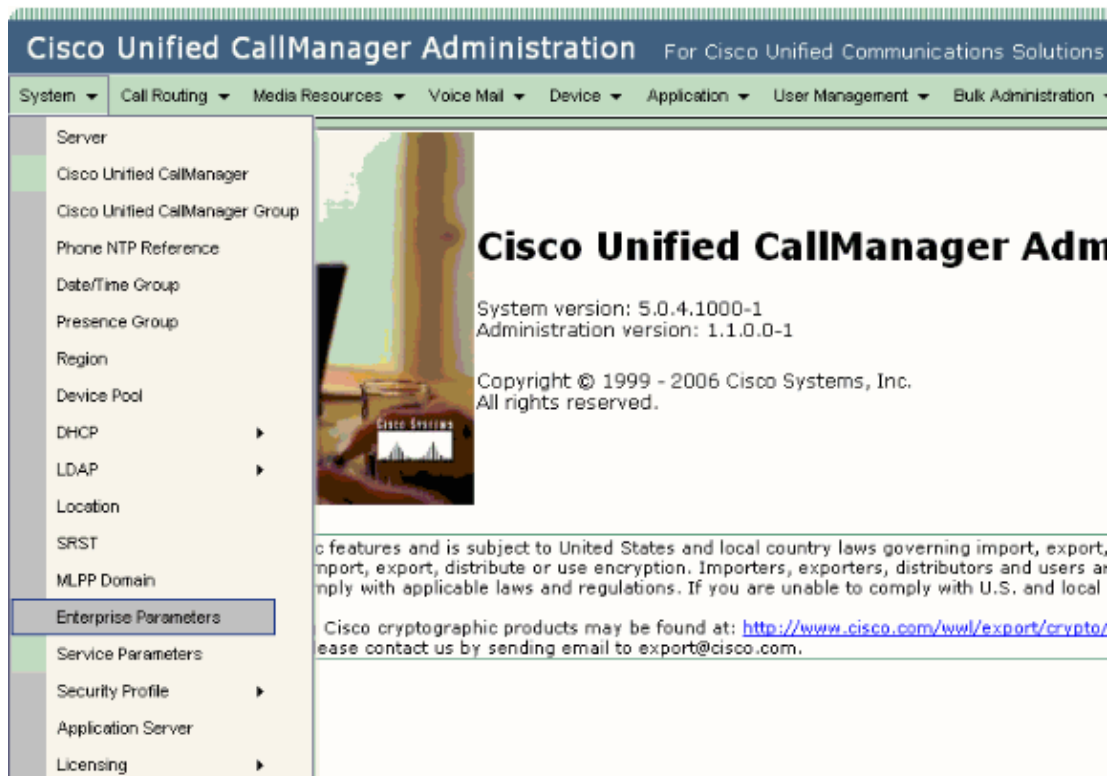
The SIP IP phones fail to register because the auto-registration for SIP is not enabled in Cisco Unified Communications Manager. The default Auto Registration Phone Protocol is SCCP.

Complete these steps in order to enable auto-registration for SIP IP phones in the Cisco Unified CallManager Administration page:

1. Login to the Cisco Unified CallManager Administration page with the Username **CCMAdministrator**.



2. Choose **System** and click **Enterprise Parameters**.



3. Change the Auto Registration Phone Protocol from SCCP to **SIP**.

Navigation Cisco Unified CallMa

Cisco Unified CallManager Administration For Cisco Unified Communications Solutions Logge

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Enterprise Parameters Configuration

Status
Status: Ready

Enterprise Parameters Configuration

Parameter Name	Parameter Value	Suggested Value
Synchronization Between Auto Device Profile and Phone Configuration *	True	True
Max Number of Device Level Trace *	12	12
DSCP for Phone-based Services *	default DSCP (000000)	default DSCP (000000)
DSCP for Phone Configuration *	CS3(precedence 3) DSCP (011000)	CS3(precedence 3) DSCP
DSCP for Cisco CallManager to Device Interface *	CS3(precedence 3) DSCP (011000)	CS3(precedence 3) DSCP
Connection Monitor Duration *	120	120
Auto Registration Phone Protocol *	SIP	SCCP
BLE For Call Lists *	Disabled	Disabled

4. Click **Save** at the bottom of the Enterprise Parameters Configuration page and restart all services in order for the parameter change to take effect.

Note: If you have IP Phones with SIP Auto-Registration enabled and the auto-registration fails, check if the IP Phones still run an older version of SCCP. In this case, SCCP needs to be upgraded to the latest version and then migrated to SIP. But if you try to upgrade the SCCP phone load first, this fails because the phones are set to auto-register as SIP. So, register the phones as SCCP first to upgrade the SCCP load, then change auto-registration back to SIP, restart the Cisco Unified Communications Manager process, and reboot the phones so that the phones are migrated to SIP.

Problem

With Cisco Unified Communications Manager 6.x, after you enter starting DN prefixed by zero, the zero gets stripped off after the save button is clicked.

Solution

This is working as designed. The starting DN cannot be prefixed by "0" (for example, 0123). Zero gets stripped off after you click the save button.

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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