

TIMG Does Not Forward Calls to Cisco Unity Connection



Document ID: 116939

Contributed by Scott Hills, Cisco TAC Engineer.
Jan 09, 2014

Contents

Introduction

Problem

Troubleshoot Steps

Solution

Related Information

Introduction

This document describes how to troubleshoot a Cisco T1 IP media gateway (TIMG) that does not forward an Invite to the Cisco Unity Connection. This means that the call is not connected to voicemail. This document describes the trace needed on the TIMG in order to troubleshoot the issue. It also provides examples of what you might encounter in the traces and offers a solution to the issue.

Problem

A private branch exchange (PBX) phone is linked to a Cisco Unity Connection voicemail service via a TIMG. A channel associated signaling (CAS) T1 line is used in order to connect the PBX to the TIMG. A serial RS-232 cable is used in order to carry the serial data (for example, Calling, Called, Call Forwarding Reason, and so on). The physical portion of the call is across the CAS T1C.

In this case, the PBX communicates with the calling data over the serial link via the message center interface (MCI). It can also communicate with the simplified message desk interface (SMDI) or the MD-110.

When the user makes a call from a PBX phone, it should forward to the Cisco Unity Connection voicemail server. Instead, the ringing continues, and the Unity Connection voicemail does not answer.

Troubleshoot Steps

In order to troubleshoot the issue further, enable the traces on the TIMG, and then make test calls and review the traces.

1. On the TIMG, go to the Admin interface and choose **Diagnostics > Trace/Logging**.
2. Beside Trace, click **Configure**. Cisco recommends that you turn on these traces:
 - ◇ Tel – check Prot and Event
 - ◇ Voip – Check Prot
 - ◇ Si – All
 - ◇ SiIP – All
3. Click **Submit**.
4. Beside Trace, click **Start** and make a test call after enough time has passed that you expect the call should have rolled to voicemail.


```

026:02.096 [Si      ] Code    serial_client_cb
026:02.096 [Si      ] Code    SI_TYPE_CPID 1029:FwdAll (->1029->8698)
026:02.096 [Tel-5    ] Code    GetChannelFromLogicalChannelNum LogicalChanNum 4
span 0 channel 5
026:02.096 [Tel-5    ] Code    tlcasReportNewCpid
026:02.096 [Tel-5    ] Event   Cpid (,->1029,->8698,) (FwdAll)
026:02.096 [Tel-5    ] Warn    tlcasReportNewCpid err: no call for cpid
026:02.096 [Tel-5    ] Code    tlcasReportNewCpid saving pre-call cpid for serial
007:57.072 [VoIP     ] Prot

```

Look at these lines:

```

026:02.096 [Si      ] Prot    From Serial: 02 30 21 4A 30 30 31 31 30 32 39
20 20 20
20 20 20 34 32 32 30 31 30 32 33 30 30 37 20 20 20 20 20 20 20 20 30 30 31
38 36 39 38 20 20 20 20 03 00

026:02.096 [Si      ] Code    siSrvPrcCpidFromSwitch ltn = 1029, src=, Dst =
1029, Redir = 8698, Reason = FwdAll

```

The first line is the raw data from the PBX. The next line translates the raw data to a more usable format for the TIMG. This verifies that data comes across the serial cable from the PBX.

Find this line in the trace:

```

026:02.096 [Tel-5    ] Warn    tlcasReportNewCpid err: no call for cpid

```

Notice that there is no Session Initiation Protocol (SIP) invite generated to the Cisco Unity Connection. The Warn message indicates that no call comes into the TIMG from T1 CAS to go with the serial data. Without both, the TIMG does not generate a SIP invite for the call to the Cisco Unity Connection, which causes the phone to ring continuously.

Solution

The most likely cause of this issue is with the CAS T1. In some cases, the signaling on the TIMG does not match that of the PBX. The PBX configuration for T1 should be compared to the configuration on the TIMG.

On the TIMG choose *Configuration > TDM > T1/E1*. Check the Settings check box under Line Settings, T1 Line, and T1 CAS Protocol.

Related Information

- *Unity Connection TIMG guide for SMDI, MCI or MD-110*
- *Technical Support & Documentation – Cisco Systems*