MGCP Gateway Registration Failure with Cisco CallManager

Document ID: 68240

Contents

Introduction

This document describes one possible reason why the Media Gateway Control Protocol (MGCP) gateway fails to register with Cisco CallManager and provides a solution.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- MGCP gateway configuration

Components Used

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

- Cisco CallManager Version 3.x and later
- Cisco IOS® Software Releases with MGCP and Cisco CallManager support

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.

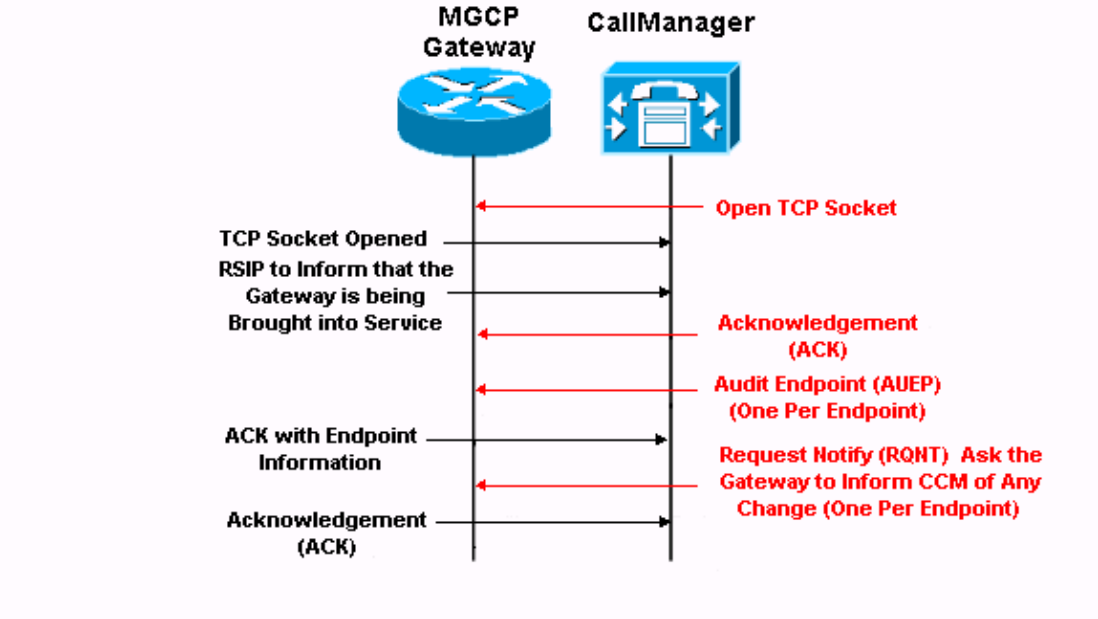
Conventions

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

Background Information

Figure 1 describes how Cisco CallManager registers with the MGCP gateways. The acknowledgment (ACK) commands are standard TCP acknowledgements of the received command. Refer to Understanding MGCP Interactions with Cisco CallManger for more information.

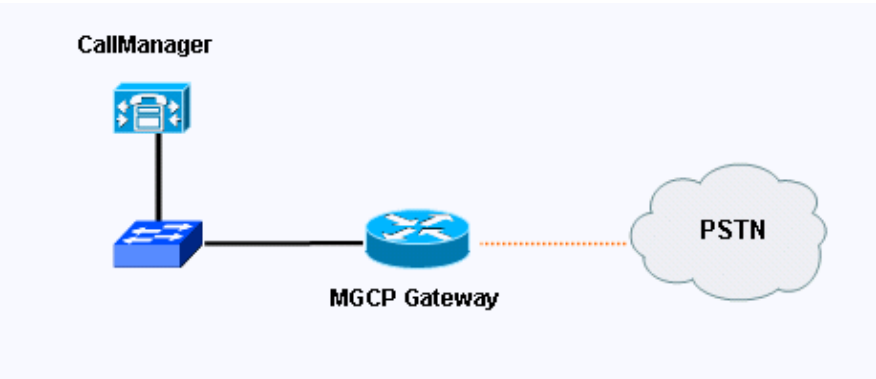
Figure 1 MGCP Gateway Registration with Cisco CallManager



MGCP Gateway Fails to Register with Cisco CallManager

The MGCP gateway fails to register with Cisco CallManager. Figure 2 depicts one possible topology.

Figure 2 MGCP Gateway and CallManager



Solution

This problem is a domain name issue. If a domain name is configured on the MGCP gateway, the domain name for the gateway configuration on Cisco CallManager must be the same.

Note: The MGCP gateway does not register with Cisco CallManager if the IP address is configured instead of the domain name.

Enter this configuration command on the Cisco IOS MGCP gateway to configure the domain name on the MGCP gateway:

```
ip domain name cisco.com
```

Complete these steps to configure the domain name for the MGCP gateway on Cisco CallManager:

1. Open the Cisco CallManager Administration Page.
2. Click the **Device** menu bar and select **Gateway** from the drop−down list.

   See arrow A in Figure 3.

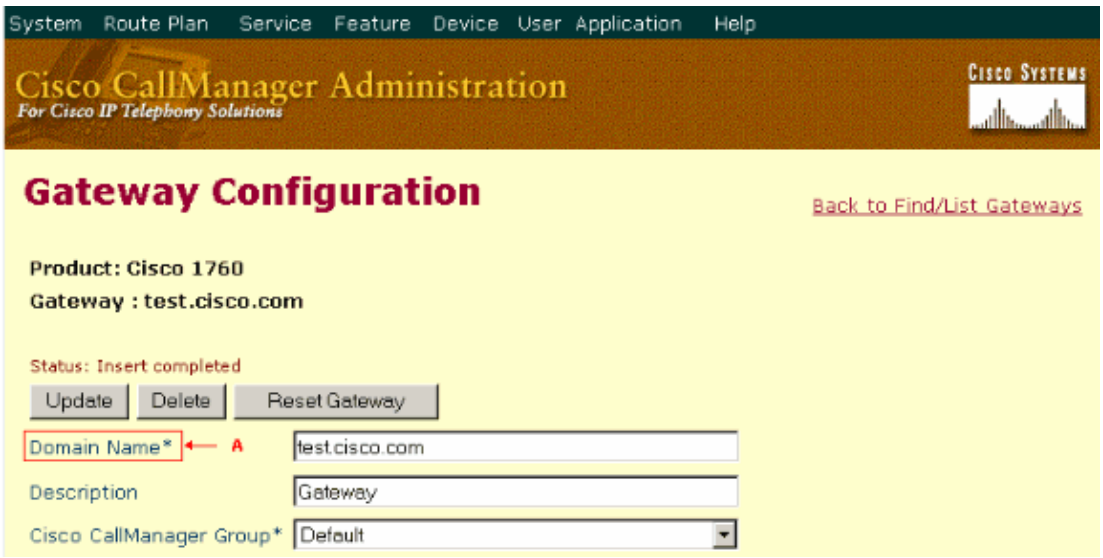
   Figure 3 Device > Gateway Selection

3. Double−click the designated gateway.

   See Figure 4.
4. If the IP domain name is configured in Cisco IOS on the MGCP gateway, enter the Fully Qualified Domain Name (FQDN) in the Domain Name field.

   See arrow A in Figure 4 where test and cisco.com represent the hostname and domain name respectively. If the IP domain name is not configured in Cisco IOS on the MGCP gateway, enter only the hostname of the MGCP gateway in the Domain Name field.

   Figure 4 Gateway Configuration



If the domain names for the MGCP gateway and the gateway configuration on Cisco CallManager do not match, perform one of these actions:

- Change the domain name on either the MGCP gateway or Cisco CallManager so that they both have the same domain name. If either hostname or domain name is changed on the MGCP gateway, issue

these two global commands in sequence on the MGCP gateway in order to implement the new hostname or domain name:

```
no mgcp
mgcp
```

- Enter this configuration command to remove the domain name on the Cisco IOS MGCP gateway:

```
no ip domain name cisco.com
```

MGCP Gateway is Registered with Cisco CallManager, but does not appear in the Cisco Callmanager Administration Page

When you use an MGCP gateway in Cisco CallManager, the gateway shows as registered in **show ccm−manager** command output, but shows as unregistered in the Cisco CallManager Administration page.

Solution 2

This can be because the Real−time Information Server (RIS) data collector service does not work as expected. Restart the RIS data collector service on the Cisco CallManager Publisher and Subscriber to resolve this issue.

Complete these steps to restart the RIS data collector service:

1. Go to the Cisco CallManager Serviceability page from **Application > Cisco CallManager Serviceability**.
2. Select **Tools > Control Center**.
3. Select the IP address of the server that should be restarted, then choose **Cisco RIS Data collector** and click **Restart**.

Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation − Cisco Systems**

Updated: Aug 29, 2006 Document ID: 68240