

Cisco Unified Communications Manager: Device Unregistered Reason Code 12

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Introduction

Cisco IP Phones are getting unregistered from the Cisco Unified Communications Manager (CUCM) and the CUCM event log shows the `Device unregistered` error.

This document provides information about this error message.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified Communications Manager 5.x/6.x.

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.

Reason Code 12

Cisco IP Phones are getting unregistered with the error code 12 and the CUCM event logs show this message:

```
%CCM_CALLMANAGER-CALLMANAGER-3-DeviceUnregistered: Device unregistered.  
Device name.:SEP000B5F327F9A  
Device IP address.:x.x.x.x  
Protocol.:SCCP  
Device type. [Optional]:8  
Device description [Optional].:xyz  
Reason Code [Optional].:12
```

Explanation

The Reason Code 12 means **SCCPDeviceThrottling**, which implies that a Skinny device gets throttled (asked to shut down and reregister) when the total number of events that the Skinny device generated exceeds the configured maximum threshold value (default value: 2000 events) within a five second interval.

In Cisco Unified Communications Manager 5.x/6.x, go to **Service > Service Parameters > CallManager** and check the **MaxEventsAllowed** parameter.

This parameter indicates the maximum number of events that a Skinny Client Control Protocol (SCCP) device can generate within a five second period. If the device exceeds the specified maximum, Cisco CallManager throttles it, triggers the `SkinnyDevicesThrottled` counter in the Cisco CallManager System Performance object (which is viewable in Cisco CallManager Serviceability's Real-Time Monitoring Tool), and forces the device to reregister. Entering 0 for this parameter disables the SCCP device throttling.

Related Information

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

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