

CallManager Failure to Communicate with Avaya Unified Messaging via VG224 using SMDI

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Introduction

This document describes one reason why Cisco CallManager fails to communicate with the Avaya Unified Messaging System via the Cisco VG224 Voice Gateway by using the Simplified Message Desk Interface (SMDI) protocol. This document also provides a solution.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco VG224 Voice Gateway
- Avaya Unified Messaging System

Components Used

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

- Cisco CallManager 4.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.

Problem

A problem exists when Cisco CallManager communicates with the Avaya Unified Messaging System across the serial port by using an SMDI protocol such as Message Waiting Indicator (MWI) refresh / resynch.

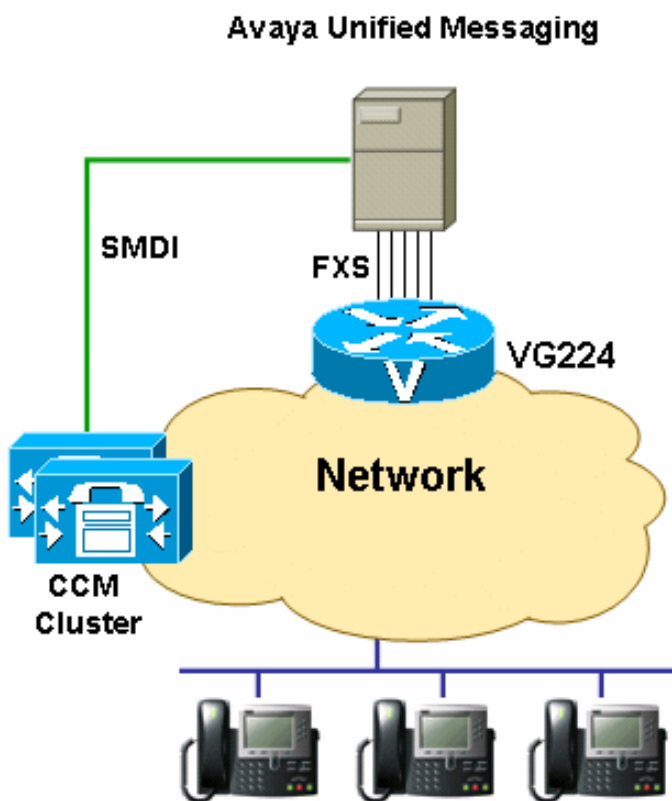
In the corresponding trace, it is identified that the Cisco Messaging Interface (CMI) service does not receive the SsInfoInd signal from Cisco CallManager. Therefore, the subsequent signaling stops because CMI does not generate SMDI messages.

This output shows the corresponding error message on the Avaya Unified Messaging System:

```
failed to get integration data
```

[Figure 1](#) shows the topology of the problem.

Figure 1 CallManager and Legacy Voice Mail Integration with SMDI through VG224




Solution

This problem is a configuration issue. When you configure individual port 2/0 of the Cisco VG224 Voice Gateway for the SMDI port number, it is wrongly configured as 0 (see arrow A in [Figure 2](#)). The SMDI port number for the VG224 gateway in Cisco CallManager needs to be set to a value greater than 0 in order to enable the SMDI protocol. Otherwise, the gateway end point does not send the initiation message. The beginning number needs to be 1 instead of 0. This is the root of the problem.

Figure 2 SMDI Port Number

Port Information

Prefix DN	<input type="text"/>	
Num Digits*	<input type="text" value="0"/>	
Expected Digits*	<input type="text" value="0"/>	
SMDI Port Number(0-4096)*	<input type="text" value="0"/>	

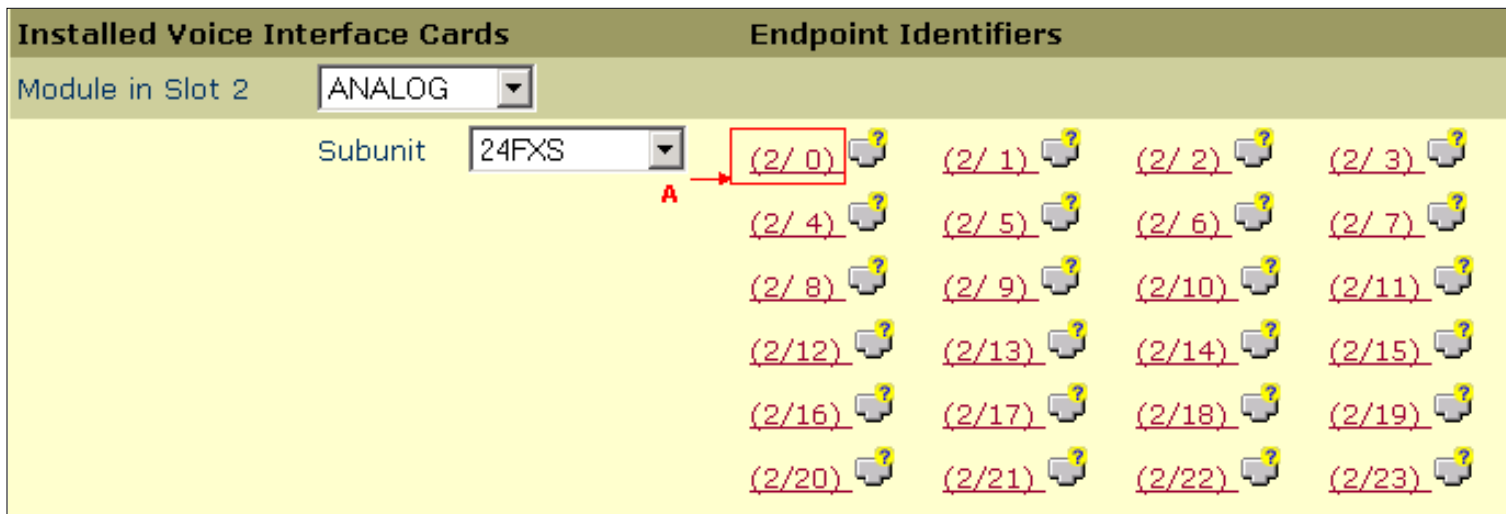
This table shows the SMDI port numbers and the corresponding ports on the Cisco VG224 Voice Gateway:

Table 1 VG224 Port and the Matching SMDI Port Number on Cisco CallManager

VG224 Port	SMDI Port Number
2/0	1
2/1	2
2/2	3
2/3	4
2/4	5
2/5	6
2/6	7
2/7	8
2/8	9
2/9	10
2/10	11
2/11	12
2/12	13
2/13	14
2/14	15
2/15	16
2/16	17
2/17	18
2/18	19
2/19	20
2/20	21
2/21	22
2/22	23
2/23	24

In order to solve the problem, complete these steps to modify the SMDI port number:

1. Select **Device > Gateway** to display the Find/List Gateways window.
2. Click **Find** to display all the gateways.
3. Click the correct VG224 Voice Gateway to display the Gateway Configuration window.
4. Scroll to the **Installed Voice Interface Cards** section.

Figure 3 Installed Voice Interface Cards

5. Click **2/0** (see arrow A in [Figure 3](#)) under the Endpoint Identifiers section.
6. Scroll to the port information (see [Figure 2](#)) through the new displayed window.
7. Enter **1** in the SMDI Port Number (0-4096) field.
8. Repeat step 5 through 7 in order to configure ports 2/1 through 2/23 with the matching number as [Table 1](#) shows.
9. Reset the Cisco VG224 Voice Gateway through Cisco CallManager.
10. Reboot the Cisco VG224 Voice Gateway.

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