

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

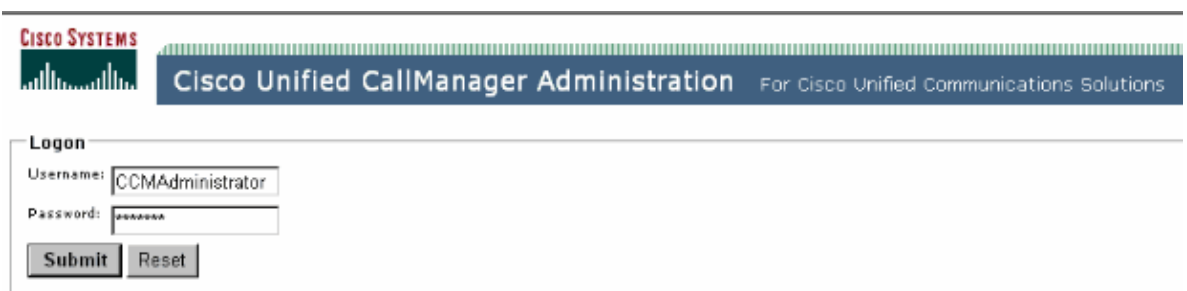
Cisco Unified Communications Manager 5.0 can be used to convert an SCCP IP phone into a SIP IP phone using the **Migrate Phones** option under Phones provided in the Bulk Administration. After you convert SCCP IP phones to SIP IP phones, they fail to register with the Cisco Unified Communications Manager 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**.



The screenshot shows the login interface of the Cisco Unified CallManager Administration page. At the top, there is a header with the Cisco Systems logo and the text "Cisco Unified CallManager Administration For Cisco Unified Communications Solutions". Below the header is a "Logon" section with two input fields: "Username:" containing "CCMAdministrator" and "Password:" containing a masked password. There are two buttons, "Submit" and "Reset", below the password field.

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



The screenshot shows the "System" menu in the Cisco Unified CallManager Administration interface. The menu is open, displaying a list of options: Server, Cisco Unified CallManager, Cisco Unified CallManager Group, Phone NTP Reference, Date/Time Group, Presence Group, Region, Device Pool, DHCP, LDAP, Location, SRST, MLPP Domain, Enterprise Parameters (highlighted), Service Parameters, Security Profile, Application Server, and Licensing. To the right of the menu, there is a main content area with a header "Cisco Unified CallManager Administration" and a sub-header "For Cisco Unified Communications Solutions". Below the header, there is a navigation bar with tabs: System, Call Routing, Media Resources, Voice Mail, Device, Application, User Management, and Bulk Administration. The main content area displays system information: "System version: 5.0.4.1000-1", "Administration version: 1.1.0.0-1", and "Copyright © 1999 - 2006 Cisco Systems, Inc. All rights reserved." There is also a small image of a person using a computer. At the bottom, there is a disclaimer: "Cisco features and is subject to United States and local country laws governing import, export, re-export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with applicable laws and regulations. If you are unable to comply with U.S. and local laws, please contact us by sending email to export@cisco.com." Below the disclaimer, there is a link: "Cisco cryptographic products may be found at: <http://www.cisco.com/www/export/crypto/>."

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

Navigation Cisco Unified CallMa

Cisco Unified CallManager Administration For Cisco Unified Communications Solutions

System Cell Routing Media Resources Voice Mail Device Application User Management Bulk Administration Help

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

- 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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