

Registration Issues CUCM Checklist

- **Error “Failed to send” or “404 Not Found”:**
 - ✓ Make sure the CUCM is on version 8.5 and above if you want to register to it as a native device. Similarly the endpoint should be on a version TC5 and above to support registering to CUCM.
 - ✓ Make sure Device Profile for your endpoint is created on the CUCM, if not then check if the CUCM is configured to support Auto Registration.
 - ✓ If the Device Profile exists, it is critical to have the MAC address configured correctly on it. Most of the issues come up because of MAC mismatch.
 - ✓ The endpoint should have the IP address of the CUCM in the SIP Proxy Server:
xConfiguration SIP Profile 1 Proxy 1 Address: ""
Make sure that the CUCM IP address is reachable from the endpoint. If required, you can use ping command from the codec to try and ping the CUCM:
systemtools network ping <hostname>
 - ✓ Make sure the DN or Line is configured on the Device Profile in CUCM. If there is no Line or DN, add one and assign a number to it. The SIP URI would point to that DN which would successfully register the device. SIP URI is required to be in the following format : LINE@<IP Address of CUCM>
 - ✓ It is possible that you might have DNS name assigned for the CUCM instead of the IP address, in that case you should have the SIP URI in the form of Line@<DNS Name of CUCM>. However, that requires the DNS Server in the network to be functioning correctly. To isolate a problem in the DNS, you can specify the IP address and check if that fixes the issue.
 - ✓ Check to make sure that the Default Transport of SIP is TCP :
xConfiguration SIP Profile 1 DefaultTransport: TCP
 - ✓ If none of the following fix the issue, check if other Tandberg endpoints are able to register to that same CUCM.
 - ✓ **IMPORTANT NOTE: Registering the device to CUCM might disable Touch Panel. If that happens, open the device profile in the CUCM and make sure SSH Access is enabled. Cisco Touch Panel works on the Telnet/SSH ports of the codec.**