

Problem found

I'm not able to transfer or hold or park a call coming from my H323 gateway to an inside DN.

I'm using a Call manager version 7.1.5

We can resume this issue like this when a outside PSTN call my DID number, I try to transfer or hold or park this call to an inside DN, and I don't get any signal

Here is the print screen form Service Parameter:

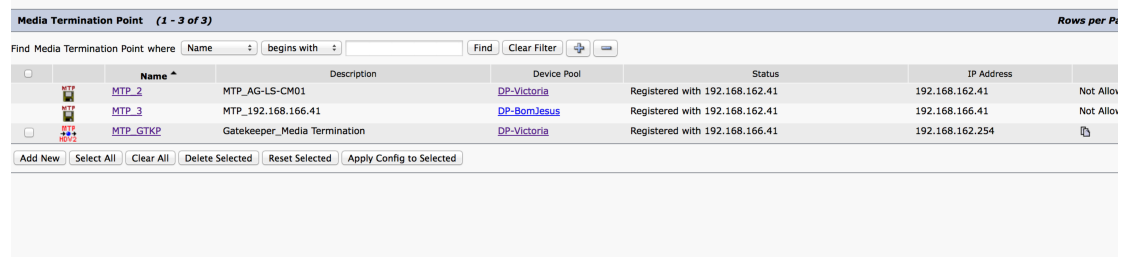


The screenshot shows a configuration page for Service Parameters. It includes three fields:

- Call Classification ***: A dropdown menu with the value "OffNet".
- Block OffNet To OffNet Transfer ***: A dropdown menu with the value "False".
- Use Restriction attribute of ID/Name Presentation of Transferring Party ***: A dropdown menu with the value "True".

here is the print screen of Media Resources

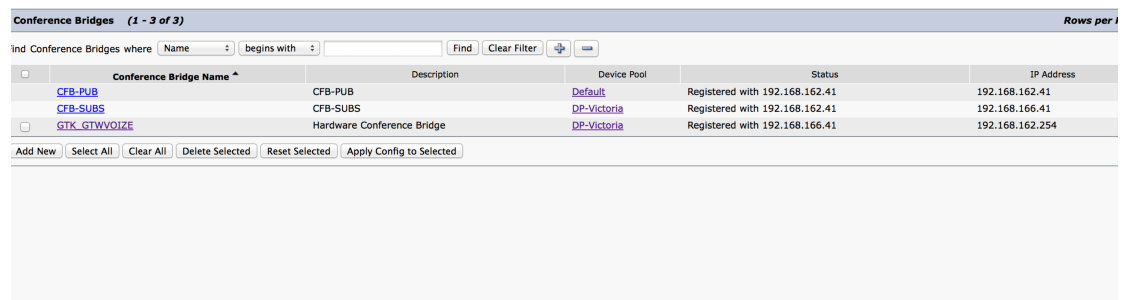
MTP



The screenshot shows the Media Termination Point (MTP) configuration page. It displays a table with the following data:

Name	Description	Device Pool	Status	IP Address	Not Allow
MTP_2	MTP_AG-LS-CM01	DP-Victoria	Registered with 192.168.162.41	192.168.162.41	Not Allow
MTP_3	MTP_192.168.166.41	DP-BomJesus	Registered with 192.168.162.41	192.168.166.41	Not Allow
MTP_GTKP	Gatekeeper_Media Termination	DP-Victoria	Registered with 192.168.166.41	192.168.162.254	

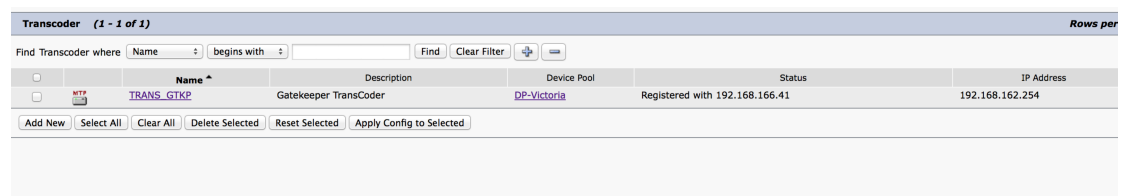
Conferences Bridge



The screenshot shows the Conference Bridges configuration page. It displays a table with the following data:

Conference Bridge Name	Description	Device Pool	Status	IP Address
CFB-PUB	CFB-PUB	Default	Registered with 192.168.162.41	192.168.162.41
CFB-SUBS	CFB-SUBS	DP-Victoria	Registered with 192.168.162.41	192.168.166.41
GTK_GTWVOIIZE	Hardware Conference Bridge	DP-Victoria	Registered with 192.168.166.41	192.168.162.254

Trans Coder



The screenshot shows the Transcoder configuration page. It displays a table with the following data:

Name	Description	Device Pool	Status	IP Address
TRANS_GTKP	Gatekeeper TransCoder	DP-Victoria	Registered with 192.168.166.41	192.168.162.254

Here is the Configuration of the Gateway

Status
 Status: Ready

Device Information

Product	H.323 Gateway
Device Protocol	H.225
Registration	Unknown
IPv4 Address	192.168.166.40
⚠ Device is not trusted	
Device Name*	<input type="text" value="192.168.166.40"/>
Description	<input type="text" value="192.168.166.40 - Novo Voice GW Site Victoria"/>
Device Pool*	<input type="text" value="DP-Victoria"/>
Common Device Configuration	<input type="text" value="CDC-Geral"/>
Call Classification*	<input type="text" value="Use System Default"/>
Media Resource Group List	<input type="text" value="MRGL-BomJesus"/>
Packet Capture Mode*	<input type="text" value="None"/>
Packet Capture Duration	<input type="text" value="0"/>
Location*	<input type="text" value="Hub_None"/>
AAR Group	<input type="text" value="< None >"/>
Tunneled Protocol*	<input type="text" value="None"/>
QSIG Variant*	<input type="text" value="No Changes"/>
ASN.1 ROSE OID Encoding*	<input type="text" value="No Changes"/>
Use Trusted Relay Point*	<input type="text" value="Default"/>
Signaling Port*	<input type="text" value="1720"/>

Media Termination Point Required
 Retry Video Call As Audio
 Wait for Far End H.245 Terminal Capability Set
 Path Replacement Support
 Transmit UTF-8 for Calling Party Name
 SRTP Allowed - When this flag is checked, IPsec needs to be configured in the network to provide end to end security. Failure to do so will expose keys and other information.

Here is the Configuration of My Media Resources Group and List

Media Resources List

Status
 Status: Ready

Media Resource Group List Status
 Media Resource Group List: MRGL-BomJesus (used by 306 devices)

Media Resource Group List Information
 Name*

Media Resource Groups for this List

Available Media Resource Groups


⌵ ⌴

Selected Media Resource Groups

⌵ ⌴

Media Resources GROUP

Status

 Status: Ready

Media Resource Group Status

Media Resource Group: MRG-BomJesus (used by 306 devices)

Media Resource Group Information

Name*

Description

Devices for this Group

Available Media Resources**


ANN_2
CFB-PUB
CFB-SUBS
MOH_2
MTP_2



Selected Media Resources*

ANN_3 (ANN)
GTK_GTWVOICE (CFB)
MOH_3 (MOH)
MTP_GTKP (MTP)
TRANS_GTKP (XCODE)

Use Multi-cast for MOH Audio (If at least one multi-cast MOH resource is available)

 *- indicates required item.

 **Includes Annunciators (ANN), Conference Bridges (CFB), Media Termination Points (MTP), Music On Hold (MOH)

So it Seem like Everything working, let me mention that when I try to transfer or hold or park , with my Internal Users, everything's works fine