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Phone Lab
Fax
314-364-0001
Test Lab

Return
Disard

2

Mercy

2

Phosel

2

Lab

2

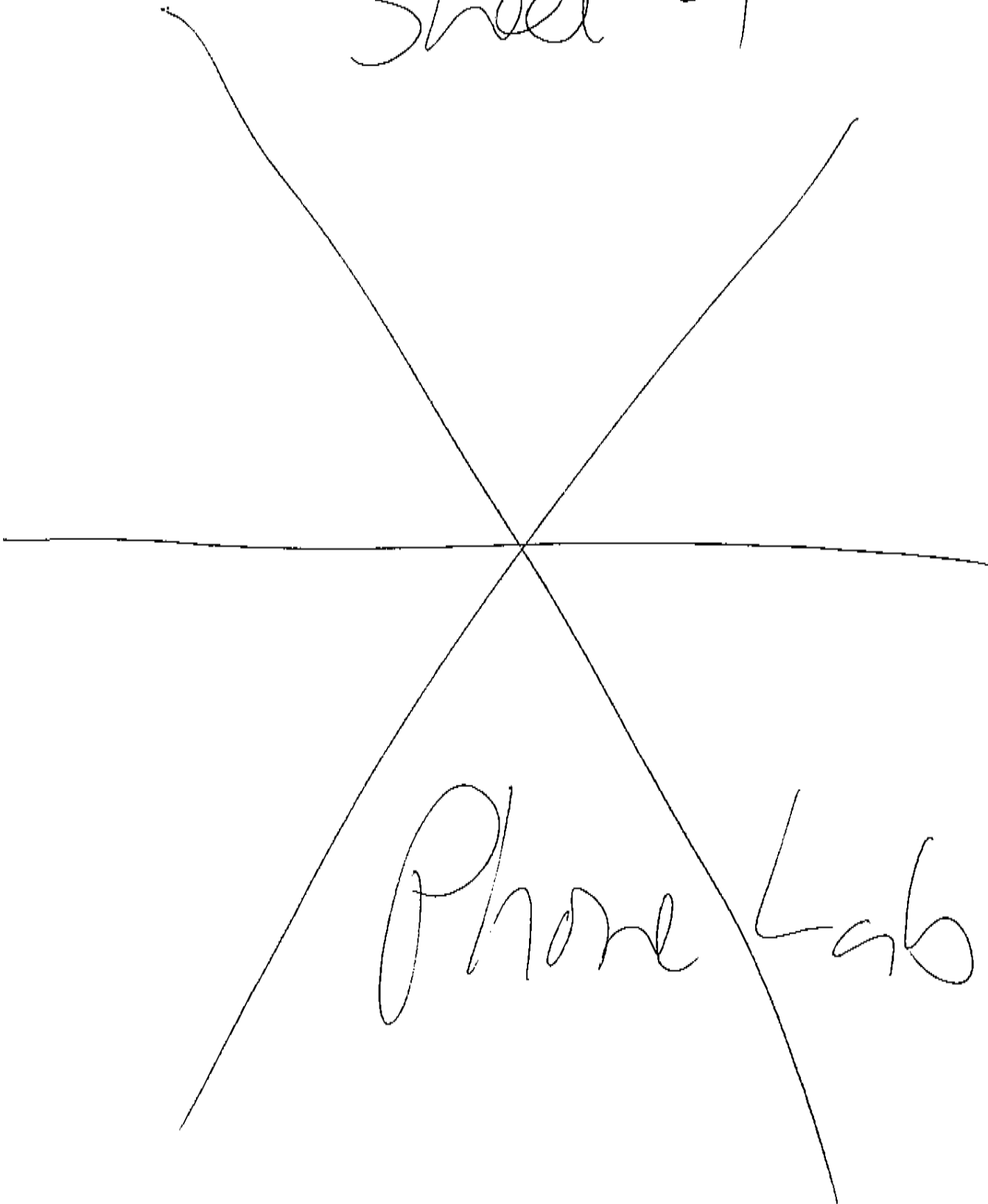
Test Fax

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Sheet 5

- Custom store—Is your Expressway-E certificate or its signer installed in the cloud? Does the certificate contain verified Expressway-E hostnames?

From the customer view in <https://admin.webex.com>, go to **Services > Hybrid > Hybrid Call > Settings**. Check these points that are related to your SIP destination that you set during the deployment process:

- The value points at your Expressway-E dedicated mutual TLS port.
- Try to connect to the *IP address:port*. (Multiple addresses if you configured an SRV.)
- If you configured an IP address or hostname, specify the mutual TLS port.
- If you used an SRV, ensure it is in the format *_sips._tcp.<domain you put in as SIP Destination>*.
- If you do not want to set up an SRV, you can enter *IP address:port* or *hostname:port* as your organization's SIP destination.

Expressway Pair Configuration

- For calls that route from Webex toward the enterprise, check the search history and network logs on the Expressway-E. This step helps you isolate the problem to either the cloud or the enterprise.
- If you reuse an existing B2B zone and search rules, consider creating dedicated zones and search rules instead. This setup avoids interference with existing zone settings for B2B/MRA, avoids routing loops, and makes troubleshooting easier.
- Check the search history and network logs on the Expressway-E. Verify that the SIP INVITE from the cloud arrives at the Expressway-E and matches the DNS zone that you configured for the cloud.
 - If the SIP INVITE does not arrive or match the configured DNS zone, then follow the route of the call toward the Cisco Unified Communications Manager. This step helps you find where the call is failing or lost.
 - See the mutual TLS troubleshooting checklist.
- Check the route header. Verify that it contains the cluster fully qualified domain name (FQDN) value that is configured under Cisco Unified Communications Manager enterprise settings and in the Expressway search rules. See this example route header and highlighted cluster FQDN:
 - Route: `<sip:[Obfuscated];transport=tls;lr>,<sip:myucmcluster.example.com;lr>`
 - In this example, the home cluster FQDN is `myucmcluster.example.com`.

Unified CM Configuration

- Emails in Cisco Unified Communications Manager must exactly match the email (synchronized from Active Directory or from any other source) in the Webex cloud.
- Directory URIs must match any domains that you verified in your organization.
- Check your codec configuration.

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Webex services support the following codecs:

- Audio—G.711, G.722, AAC-LD
- Video—H.264



Note We support G.729 for joining a Webex meeting, Personal Room meeting, or Webex meeting from a SIP device. We do not support G.729 for dialing 1:1 from Webex to a SIP device or bridge.

- On the home Cisco Unified Communications Manager cluster of the affected users, choose **System > Enterprise Parameters**; under **Clusterwide Domain Configuration**, check the cluster fully qualified domain name (FQDN) setting. The FQDN value that you used must follow these guidelines:

FQDN Guideline	Description and Example
Multiple clusters	The entry must be unique for each cluster with Hybrid Calling—For example, <code>cluster1.example.com</code> , <code>cluster2.example.com</code> , and so on.
No wildcards	Do not use entries with wildcards, such as <code>*.example.com</code> or <code>example*.com</code> .
First FQDN entry for Hybrid Calling	In a list of multiple entries, the Webex cloud uses the first entry on the left for Hybrid Calling, and that first entry must not contain a wildcard. See this example of three FQDN entries from left to right (the first one being for Hybrid Calling): <code>cluster1.example.com</code> <code>*.example.com</code> <code>example*.com</code>
Different from Expressway-E	Must be different from the Expressway-E system, DNS, and domain name. Otherwise, Expressway-E strips the route header.
New entry for Hybrid Calling	If your current FQDN entry in Unified CM doesn't meet the requirements listed above, you can add a new element to the beginning of the cluster FQDN setting for Hybrid Calling. For example, if your existing FQDN setting in Cisco Unified Communications Manager is <code>*.example.com *.example.org</code> , add a unique, non-wildcard entry at the beginning of the field: <code>"cluster1.example.com *.example.com *.example.org"</code>

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