

Troubleshoot Hunt Groups on CUCME

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Introduction

This document describes how to troubleshoot hunt-groups on Cisco Unified Communications Manager Express (CUCME).

Background Information

Hunt groups allow incoming calls to a specific number (pilot number) to be directed to a defined group of extension numbers.

Incoming calls are redirected from the pilot number to the first extension number as defined by the configuration. If the first number is busy or does not answer, the call is redirected to the next phone on the list. A call continues to be redirected on busy or no answer from number to number in the list until it is answered or until the call reaches the number that is defined as the final number.

Add or Remove Extension From a Hunt-Group

In order to add or remove an extension from the hunt-group use these configuration set:

```
Router#voice hunt-group 35 parallel
```

```
Router#final 097
```

```
Router#list 885,886, <add new DN/ remove DN >
```

```
Router#timeout 30
```

```
Router#statistics collect
```

```
Router#pilot 035
```

```
Router#preference 2 secondary 2
```

Extension Unable To Logout From Hunt Group

If an extension is unable to logout of the hunt-group, go ahead, redo the configuration of the ephone or the voice register pool, and reset the phone. Ensure that you recreate the configuration files as well.

Extension Is Logged Out Of The Hunt Group

1. Gather the affected extension number and the hunt-group information from the end user.
2. Login to the Call Manager Express router and get these outputs:

For SCCP Phones

Step 1. Collect the following show outputs **show ephone-hunt** or **show ephone-hunt summary** or **show ephone-hunt <hunt group tag>** to identify the ephone-dn's which are part of that hunt-group.

```
Router#show ephone-hunt
```

```
Group 1
```

```
type: peer
```

```
pilot number: 450, peer-tag 20123
```

```
list of numbers:
```

```
451, aux-number A450A0900, # peers 5, logout 0, down 1
```

```
peer-tag dn-tag rna login/logout up/down
```

```
[20122 42 0 login up ]
```

```
[20121 41 0 login up ]
```

```
[20120 40 0 login up ]
```

```
[20119 30 0 login up ]
```

```
[20118 29 0 login down]
```

```
452, aux-number A450A0901, # peers 4, logout 0, down 0
```

```
peer-tag dn-tag rna login/logout up/down
```

```
[20127 45 0 login up ]
```

```
[20126 44 0 login up ]
```

```
[20125 43 0 login up ]
```

```
[20124 31 0 login up ]
```

```
453, aux-number A450A0902, # peers 4, logout 0, down 0
```

```
peer-tag dn-tag rna login/logout up/down
```

```
[20131 48 0 login up ]
```

[20130 47 0 login up]

[20129 46 0 login up]

[20128 32 0 login up]

477, aux-number A450A0903, # peers 1, logout 0, down 0

peer-tag dn-tag rna login/logout up/down

[20132 499 0 login up]

preference: 0

members initial state: logout

preference (sec): 7

timeout: 3, 3, 3, 3

max timeout : 10

hops: 4

next-to-pick: 1

E.164 register: yes

auto logout: no

stat collect: no

Router# show ephone-hunt summary

Group 1

type: peer

pilot number: 5000

list of numbers:

5001

5002

5003

5004

5005

final number: 5006

preference: 0

members initial state: logout

timeout: 180

hops: 2

E.164 register: yes

Gather ephone details :

```
Router#show ephone | b <Directory Number/ Extension Number>
```

```
ephone-461[460] Mac:203A.0722.54F3 TCP socket:[67] activeLine:1 whisperLine:0 REGISTERED in SCCP
ver 22/17 max_streams=5
mediaActive:1 whisper_mediaActive:0 startMedia:1 offhook:1 ringing:0 reset:0 reset_sent:0 paging
0 debug:0 caps:9
IP:10.128.182.90 * 51189 7965 keepalive 106099 max_line 6 available_line 3 HuntGroupLogout
button 1: cw:1 ccw:(0 0)
dn 203 number 461 CH1 CONNECTED CH2 IDLE huntGroupLogout
button 2: cw:1 ccw:(0 0)
dn 204 number 461 CH1 IDLE CH2 IDLE
button 3: cw:1 ccw:(0 0)
dn 205 number 461 CH1 IDLE CH2 IDLE
speed dial 1:2548876
speed dial 2:6567710
speed dial 3:6528989
Preferred Codec: g711ulaw
Lpcor Type: none Active Call on DN 203 chan 1 :461 10.128.182.90 22082
to 10.121.128.90 2000 via 10.128.182.90
G729 30 bytes no vad
Tx Pkts 10663 bytes 447846 Rx Pkts 10663 bytes 447846 Lost 0
Jitter 0 Latency 0 callingDn -1 calledDn -1 (media path callID 2799007 srcCallID 2799009)
```

Gather hunt-group details:

```
Router#sh ephone-hunt 1
```

```
Group 1
type: longest-idle
pilot number: 001, peer-tag 20682
list of numbers:
A482, aux-number A001A0000, # peers 1, logout 0, down 0
on-hook time stamp 3334171983, off-hook agents=1
peer-tag dn-tag rna login/logout up/down
[20681 252 0 login up ]
A454, aux-number A001A0001, # peers 1, logout 1, down 1
on-hook time stamp 3334166112, off-hook agents=0
peer-tag dn-tag rna login/logout up/down
[20683 223 0 logout down]
*, aux-number A001A0002, # peers 1, logout 0, down 1
on-hook time stamp 3327356688, off-hook agents=0
peer-tag dn-tag rna login/logout up/down
[20684 0 0 - down]
only one agent available!
preference: 8
preference (sec): 7
members initial state: logout
timeout: 300, 300, 300
max timeout : 10000
description: (Phone Center)
display-logout: Night Service Active
present-call: onhook-phone
hops: 1
E.164 register: yes
auto logout: no
stat collect: no
number of calls in queue: 0
callqueue display: continuously
debug: no
```

Step 2. Redo the Hunt group configuration, or if there is a complain that only one phone is logged-out of the hunt group, then re-configure the Directory Number (DN) and try to reset the phone.

```
Router#config)#no ephone-dn XYZ //Remove the ephone-dn configuration//
Router#config)#ephone-dn XYZ//Add the ephone-dn back again// Router#(config)#no ephone ABC
//Remove the ephone configuration//
```

```
Router#(config)#ephone ABC //Add the ephone back again, one command at a time//
Router#(config-ephone)# device-security-mode none
Router#(config-ephone)# mac-address AAAA.BBBB.CCCC
Router#(config-ephone)# ephone-template 1
Cannot update the CNF file for phone-ABC with type (0)
```

The ephone template tag has been changed under this ephone, please execute create cnf-files under telephony-services and restart or reset ephone to take effect.

```
Router#(config-ephone)# speed-dial 1 YYYYYYY
Router#(config-ephone)# speed-dial 2 XXXXXXXX
Router#(config-ephone)# speed-dial 3 NNNNNNNN
Router#(config-ephone)# no auto-hold newline
Router#(config-ephone)# type 7965
Router#(config-ephone)# button 1:203 2:204 3:205
Router#(config-ephone)#telephony-service
Router#(config-telephony)#create cnf-files
Creating CNF files
Router#(config-telephony)#end
Router##wr
```

```
Router##show ephone | b -461 //Verify the ephone configuration with the pre-check//
ephone-461[460] Mac:203A.0722.54F3 TCP socket:[67] activeLine:0 whisperLine:0 REGISTERED in SCCP
ver 22/17 max_streams=5
mediaActive:0 whisper_mediaActive:0 startMedia:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging
0 debug:0 caps:9
IP:10.128.182.90 * 50357 7965 keepalive 0 max_line 6 available_line 3
button 1: cw:1 ccw:(0 0)
dn 203 number 461 CH1 IDLE CH2 IDLE
button 2: cw:1 ccw:(0 0)
dn 204 number 461 CH1 IDLE CH2 IDLE
button 3: cw:1 ccw:(0 0)
dn 205 number 461 CH1 IDLE CH2 IDLE
speed dial 1:2548876
speed dial 2:6567710
speed dial 3:6528989
Preferred Codec: g711ulaw
Lpcor Type: none
```

For SIP Phones

1. Collect the following show outputs **show voice hunt-group** or **show voice hunt-group brief** or **show voice hunt-group <hunt group tag>** to identify the ephone-dn which are part of hunt-group.

```
Router# show voice hunt-groupGroup 1 type: longest-idle preference: 0 preference (sec):
0 timeout: 0 final_number: 1Group 34 type: parallel pilot number: 3, peer-tag
2147483647 secondary number: 4, peer-tag 2147483646 preference: 0 preference (sec): 0
timeout: 0 final_number:
```

```

Router##show voice hunt-group 42
Group 42
type: parallel
pilot number: 042, peer-tag 2147483618
secondary number: 642, peer-tag 2147483617
list of numbers:
Member Used-by State Login/Logout=====
462 462 up login
386 386 up login
885 885 up login
886 886 up login
preference: 2
preference (sec): 2
timeout: 30
final_number: 097
stat collect: yes
phone-display: no

```

2. Redo the hunt-group configuration:

```
Router#(config)#no voice hunt-group 42 parallel //Remove the hunt-group config//
```

```
Router#(config)#voice hunt-group 42 parallel //Redo the hunt-group config//
```

```

Router#(config-voice-hunt-group)# final 097
Router#(config-voice-hunt-group)# list 461,462,386,885,886
Router#(config-voice-hunt-group)# timeout 30
Router#(config-voice-hunt-group)# statistics collect
Router#(config-voice-hunt-group)# pilot 042 secondary 642
Router#(config-voice-hunt-group)# preference 2 secondary 2
Router#(config-voice-hunt-group)#end
Router##wr
Building configuration...

```

```
Router#show voice hunt-group 42 //Verify the hunt-group config//
```

```

Group 42
type: parallel
pilot number: 042, peer-tag 2147483618
secondary number: 642, peer-tag 2147483617
list of numbers:
Member Used-by State Login/Logout
=====

461 461 up login
462 462 up login
386 386 up login
885 885 up login
886 886 up login
preference: 2
preference (sec): 2
timeout: 30
final_number: 097
stat collect: yes
phone-display: no

```

3. Place a few test calls and check for the resolution.

Router#show ephone ringing

Or

Router#show voice register pool ringing