

Troubleshooting tree

1. Registered? If no, DNS, TFTP or edge, 401, time, certificate.
2. Inside calls work and outside reorder? CSS, then route list, then an empty CUBE trace.
3. Connected and one-way? SDP on both answers, then RTP both ways, then QoS.
4. Reserved and silent? The desktop state is not the ring. Capture the phone leg.

Source: [RFC 3261](#) for the signaling checks. The 29 cases are the longer trees.

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Sources and go deeper

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