

Troubleshooting tree

Separate signaling, media, identity, and emergency. The troubleshooting view is not Analyzer.

Item	What to remember	Source
Registers, no audio	SRTP path and UDP ports. Not a SIP 200 problem.	b2exve
No registration	NAT source-port preservation, SIP ALG, or DNS.	b2exve
933 fails, calls work	TCP 443 to both RedSky hosts.	av6oo3, b2exve
One department only	Location PSTN connection and dial plan, not a global outage.	T2-R03
Contact center idle	Agent state, team, and queue skill. Not the Calling trunk.	T3-R03

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Sources and go deeper

Checked links were opened this month. A confirm row has no address because that page was not opened.

- **Wikipedia** [Webex \(Wikipedia\)](#) last checked 2026-10
- **Vendor doc** [Webex Help Center](#) last checked 2026-10
- **DevDocs** [Webex developer documentation](#) last checked 2026-10
- **DevDocs** [Webex developer getting started](#) last checked 2026-10
- **Community** [Webex community](#) last checked 2026-10
- **SRND** [Cisco Collaboration design zone](#) last checked 2026-10
- **RFC** [RFC 3261 SIP: Session Initiation Protocol](#) last checked 2026-10
- **Port table** [IANA service name and port number registry](#) last checked 2026-10
- **Port table** [Port reference for Webex Calling](#) last checked 2026-10
- **Wikipedia** [Call centre \(Wikipedia\)](#) last checked 2026-10
- **Wikipedia** [Interactive voice response \(Wikipedia\)](#) last checked 2026-10
- **Release notes** [What's new for administrators in Webex Contact Center](#) last checked 2026-10
- **RFC** [RFC 3263 Locating SIP Servers](#) last checked 2026-10
- **RFC** [RFC 3264 An Offer/Answer Model with SDP](#) last checked 2026-10
- **Wikipedia** [Session Initiation Protocol \(Wikipedia\)](#) last checked 2026-10
- **Vendor doc** [help.webex.com article frj1efb](#) last checked 2026-10
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