



ETM[®] System

Knowledge Base Article #APP862

UTA Cause Code Issue and Resolution

Versions Affected

All versions of the ETM[®] Unified Trunking Application (UTA) are affected.

Issue

Both CUBE and UTA were presenting a problematic disconnect cause code, regardless of the disconnect reason provided through the API.

More Information

Cisco has identified defect CSCum41846. This defect was causing the CUBE to set the q931 disconnect cause code to 16 with a SIP error code of 500, regardless of the disconnect reason being provided through the API. This defect has been fixed in the 15.5 train of Cisco IOS/XE.

In conjunction with this iOS change, SecureLogix has changed UTA to properly send the configured disconnect cause code. By default, the disconnect cause code is set to 21/403 (Q.931/SIP) and this code can be changed via ETM command from the **ASCII Management** command-line interface (see instructions below). This change is available in ETM System v7.1.1 Appliance Build 59. You must have ETM v7.1.1 Build 45 or later installed on the ETM Server before applying the Build 59 Appliance update package to your UTA instances.

To obtain ETM Appliance Build 59, contact SecureLogix[®] Technical Support.

Changing the Configured Disconnect Cause Codes

To change the configured disconnect cause codes

1. Open the **ASCII Management Interface** for the Signal Processor of the UTA appliance.
2. Issue the following command:

```
set disconnect causes <reject cause code> <terminate cause code>
```

where the reject cause code is the cause code used when terminating calls prior to call establishment and the terminate cause code is used to terminate calls that have been established and answered.

To view the current settings

- Issue the following command:

```
show disconnect causes
```

The default value reject value is 21 and default terminate value is 16.

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