



ETM[®] System

Knowledge Base Article #ETM367

ETM[®] Unified Trunk Application (UTA)—API Configuration Limitations

Versions Affected

All versions of the ETM[®] Unified Trunk Application (UTA).

Issue

A limitation exists in the Cisco Unified Communication IOS Services API (CUCISAPI) that supports UTA that impacts how dial peers can be configured when using the API.

Description

When a call comes in, the CUCISAPI runs a function called **address_analyze** that sends the called and calling numbers to UTA for Policy processing. The call is held in the Integrated Services Router (ISR) or Aggregation Services Router (ASR) awaiting UTA Policy processing to determine whether the call is to be allowed, redirected, or terminated. If Policy dictates that call is to be allowed or redirected, it is routed to its destination. However, the **address_analyze** function also strips the URI, so the call is routed to the next call leg based only on the phone number. Therefore, dial peers must be configured to use the phone number rather than the voice class URli as the criteria.

In addition, certain versions of Cisco iOS for voice-enabled ISRs/ASRs support using server-groups. However, server-groups are not compatible with the CUCISAPI, because this causes the API (and therefore UTA) to lose track of the call, since the session target is effectively hidden from the API in this configuration.

Last Update: 9/23/2015



SecureLogix Corporation

13750 San Pedro, Suite 820 • San Antonio, Texas 78232
(210) 402-9669 • www.securelogix.com

Support (877) SLC-4HELP • EMAIL support@securelogix.com • <http://support.securelogix.com>

ETM, We See Your Voice, SecureLogix, SecureLogix Corporation, the SecureLogix Emblem, and the SecureLogix Diamond Emblem are registered trademarks or registered trademarks and registered service marks of SecureLogix Corporation in the U.S.A. and other countries.



PolicyGuru is a registered trademark of SecureLogix Corporation in the U.S.A. All other trademarks mentioned herein are believed to be trademarks of their respective owners.

© Copyright 2015 SecureLogix Corporation. All Rights Reserved. This product is protected by one or more of the following patents:
US 6,249,575 B1, US 6,320,948 B1, US 6,687,353 B1, US 6,718,024 B1, US 6,760,420 B2, US 6,760,421 B2, US 7,133,511 B2,
US 7,231,027 B2, US 7,440,558 B2, US 8,150,013 B2, CA 2,354,149, DE 1,415,459 B1, FR 1,415,459 B1, and GB 1,415,459 B1. U.S. Patent Pending.