

# Troubleshoot Multiway Calls When Participants From VCS Fail to Merge With a CUCM Endpoint

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## Introduction

This document describes how to troubleshoot the problem when Cisco Telepresence Video Communication Server (VCS) participants on a Multiway call fail to merge a Cisco Unified Call Manager (CUCM) endpoint.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- CUCM
- VCS

### Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Problem

When 2 participants are on a point to point call on the VCS and then, they dial out to an endpoint on the CUCM and press merge , the merge fails.

## Solution

When you collect the logs from CUCM, you see that the VCS sends out a REFER to the CUCM. Basically the VCS asks the endpoint on the CUCM to dial into the multiway URI . The CUCM usually sends a 404 Not Found for this REFER .

This is because the **Rerouting Calling Search Space** on the CUCM does not have the partition to reach the SIP route pattern that points to the SIP trunk to VCS.

The Inbound Calls Calling Search Space (CSS) or Out-of-Dialog Refer CSS has nothing to do with this call scenario, it is the **Rerouting Calling Search Space** on the SIP trunk that must be able to reach the **SIP route pattern** in order to reach the VCS.