AudioCodes Quick Reference Guide

Inbound Calls Not Working

Background

There are many reasons why you may experience Inbound call failure. This quick reference guide is aimed at helping you to recognize some of the common causes.

First, we need to determine where the call is failing. Is it failing at the AudioCodes SBC, the PBX or on the Carrier side? To find this we will use the AudioCodes Syslog Viewer Application to diagnose issues with the call.

Open Syslog Viewer and make a test call to see if the call is reaching the SBC. If you do not see any evidence of the call coming in, there is probably an issue on the provider side.

If you can see the call reaching the SBC, check for the response codes sent by the device to determine why the call is failing.

Calls Failing at SBC:

Proxy Set / IP Group Connectivity – If you are set up for proxy keep alive, make sure that the server is responding to the devices Option messages.

To check the Proxy Set Status, go to Monitor > VoIP Status > Proxy Sets Status
If the Proxy set shows offline, an Alarm will also be generated indicating that the IP Group will be temporarily blocked and the device will not attempt to route calls to this Proxy / IP Group. Please check the status of the PBX to determine if they are receiving the Options messages or if there is a network issue preventing the Options from reaching the PBX.

If the Proxy is online, use Syslogs to determine the cause of the failure.

Routing:

Check the IP 2 IP routing table to make sure there is an appropriate route for the call to traverse the SBC and go to the correct destination.

The IP 2 IP routing table will need to match calls exactly as they are presented to the SBC in order to select the correct route row.

Classification:

Classification is the process that identifies the incoming call (SIP dialog request) as belonging to a specific SIP entity (IP Group). There are three chronological classification stages, where each stage is done only if the previous stage fails. The device first attempts to classify the SIP dialog by checking if it belongs to a user that is already registered in the device's registration database. If this stage fails, the device checks if the source IP address is defined for a Proxy Set and if yes, it classifies it to the IP Group associated with the Proxy Set. If this fails, the device classifies the SIP dialog using the Classification table, which defines various characteristics of the incoming dialog that if matched, classifies the call to a specific IP Group. The main characteristics of the incoming call is the SIP Interface that is associated with the SRD for which the Classification rule is configured.
Calls Failing at PBX:

If calls are successfully passing through the SBC, check the syslog messages to verify the call is reaching the correct destination and look for a response from the server indicating why the call may have failed.
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Check to make sure that the number is in the correct format that the PBX would like to see. If necessary, create outbound manipulations to put the number in the correct format (i.e. E164).

For any further questions regarding this topic or other technical topics:

- Contact your AudioCodes Sales Engineer
- Visit our AudioCodes Services and support page at [https://www.audiocodes.com/services-support](https://www.audiocodes.com/services-support)
- Access to AudioCodes Management Utilities is available at [https://services.audiocodes.com/app/answers/detail/a_id/20](https://services.audiocodes.com/app/answers/detail/a_id/20)
- Contact Technical Support to submit a support ticket at [https://services.audiocodes.com](https://services.audiocodes.com)