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Queue Manager Enteprise does not transfer calls to agents

Applies from Application Suite 2014.12.1
to version Application Suite 2014.12.1

Applies to:

IAS Winter 2015 (2014.12.1) for Cisco UCM

Description:

QME answers incoming calls correctly, but can't distribute the calls to the agents, so the call remains in queue forever and no agent phone rings.

Cause:

This is related to a bug that affects only IAS Winter 2015 build 1 (2014.12.1).
QME tries to send INVITE for consultation calls to PBX to port 5060 instead of 5062 (QME dedicated).
But Sip trunk security profile is configured for port 5062 and not for port 5060, so CUCM doesn't accept it.
This bug is not observed if the Imagicle Fax Server is configured, because in that case there is also a sip trunk security profile working on port 5060, so QME answers calls from 5062 and send invite to CUCM's 5060 port.

Solution:

This is related to a bug that affects only IAS Winter 2015 build 1 (2014.12.1).

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Workaround: in CuCM, edit the SIP Trunk Security Profile usedby to SIP Trunk for QME, set "Incoming Port" to 5060 instead of 5062.