

CVP Warm Transfer With Queueing Get Disconnected

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| Problem Summary | CVP warm transfer with queueing gets disconnected after a few seconds when the transfer is complete. CUCM logs and/or sniffer trace show a reinvitation collision scenario. This only occurs with IP originated callers, not TDM callers. |
| Error Message | Logs show reinvitation collision. |
| Possible Cause | This problem is visible when CVP and CUPS are using proxy and UDP on the outgoing direction, and the CUCM SIP trunk is using TCP on the outgoing direction. |
| Recommended Action | Set UDP on the CUCM SIP trunk security profile or set CVP and CUPS to use TCP. |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |