

Courtesy_callback_is_not_offered,_when_EWT_in_the_ICM_is_set_more_than_30_minutes

<p>Problem Summary</p>	<p>Courtesy callback is not offered, when EWT in the ICM is set more than 30 minutes.</p> <p>Consider the following scenario:</p> <p>When a TDM caller makes a call, a callback is offered and accepted. The callback is initiated and the call entry on the Reporting Server portal gets erased and as a result no Courtesy Callback is offered.</p>
<p>Possible Cause</p>	<p>When EWT in the ICM is set more than 30 minutes, the callback entry on the Reporting Server gets erased. This is because the Gateway terminates the VRU leg by sending BYE which Unified CVP uses to erase all call details of the call and as a result the callback is not made. It is found that a possible SIP session timer is set to 30 minutes.</p>
<p>Recommended Action</p>	<p>The following configuration has to be made on the Ingress gateway/CUBE:</p> <pre>voice service voip sip min-se 7200 session-expires 7200</pre>
<p>Note</p>	<p>In addition to the above configuration the session expire in the CUCM should also be changed to a higher value than 7200 seconds in Unified CVP due to SIP error response 422(session expire value too low) from Gateway.</p>
<p>Release</p>	<p>Release 9.0(1)</p>
<p>Associated CDETS #</p>	<p>CSCua18769</p>