

**PGW: Delay in failover causes additional dropped calls**

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| <b>Problem Summary</b>    | During a PGW outage (power, network connectivity, and/or system failure), there is a delay in fail-over to the standby PGW that causes additional calls to drop. Multiple PGW 2200 are setup to support active/standby fail-over.  |
| <b>Error Message</b>      | N/A  |
| <b>Possible Cause</b>     | Reduce the amount of invite attempts during failure to make the fail-over process more consistent.   |
| <b>Recommended Action</b> | Configure the proper PGW SIP profile settings for invite attempts.<br>numan-add:cause:custgrpId="<Dial plan group identifier name>",causevalue=221,setname="<Result set name>"<br>prov-ed:profile:name="<SIP incoming profile name>",*.InviteAttempts="2"<br>prov-ed:profile:name="<SIP outgoing profile name>",*.InviteAttempts="2" |
| <b>Release</b>            | PGW 9.8(1)   |
| <b>Associated CDETS #</b> | None   |