

## 482 Loop Detected Error from CUPS SIP Proxy

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| <b>Problem Summary</b>    | 482 loop detected error is received from the CUPS SIP Proxy. Ringing is heard by caller, but the call is never answered.   |
| <b>Error Message</b>      | 482 Loop Detected  |
| <b>Possible Cause</b>     | When using SRV with a CUPS farm for failover, the SIP URL from Unified CVP contains the SRV domain name. Proxy loops that call back to itself because it does not know about itself as the SRV domain. |
| <b>Recommended Action</b> | Under Service Parameters section in CUPS admin, add the domain name in the "SRV cluster name" editbox.   |
| <b>Release</b>            | Release 7.0(2)   |
| <b>Associated CDETS #</b> | None.  |