

Back to Back User Agent (B2BUA) Sending 503 Server Not Available

Problem Summary	The Back-To-Back User Agent (B2BUA) is sending a 503 Server Not Available response before the call is even established.
Error Message	503 Server Not Available
Possible Cause	This is most likely caused by the SIP service not running. The ICM VRU PIM needs to connect to the ICM Subsystem for it to go into service. When that happens, SIP can then go into service. If the ICM VRU PIM connection is lost, then the SIP Service goes into partial service and rejects calls.
Recommended Action	Enable the ICM Subsystem to allow the SIP Subsystem to go into service.
Release	Release 7.0(2)
Associated CDETS #	None.
Possible Cause	This is a license depletion issue, which typically equates to a high call rate. When all the licenses are in use, the service goes into a partial state and rejects calls. When the active call number drops and licenses are available again, then the SIP Subsystem will start accepting calls.
Recommended Action	Monitor the call statistics from the Operations Console to determine if additional licenses are needed.
Release	Release 7.0(2)
Associated CDETS #	None.