

H.323 Gateway/SIP Call with IVR Service is Terminated with Reason Code: Q.850;Cause=38

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| Problem Summary | Any failure of the bootstrap VXML Server fetches to Call Server causes the SIP IVR Service leg of call to be terminated by the recovery handoff TCL scripts on VXML Server Gateway with a Q850 code of 38. The same error also occurs on the H.323 gateway; however, the failure occurs less often. |
| Error Message | Q.850;Cause=38 |
| Possible Cause | If the Unified CVP loses network connectivity, the VXML Server Gateway is not able to get information from the IVR Service, and as a result a code 38 rejection is generated in the Gateway logs. |
| Recommended Action | Be sure that the network interface configuration is as follows: ip route-cache same-interface ip route-cache cef ip route-cache ip mroute-cache no cdp enable If specified, remove the following line from the network interface: keepalive 1800 |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |