

## SIP Call Drops When Mobile Agent's Phone (Remote CTI Port) is Busy

<b>Problem Summary</b>	If you are using Mobile Agent with the CUPS SIP Proxy and CUPS is configured with multiple static routes for the same Destination Pattern to Unified CM nodes, calls may be dropped when the Mobile Agent's phone rings busy.
<b>Error Message</b>	Multiple 180 Ringing messages and the 403 Forbidden message are sent to CVP. ICM GED 125 Dialog Failures occur between CVP and ICM.
<b>Possible Cause</b>	By default, CUPS attempts to reach the Mobile Agent's phone using each of the configured static routes.
<b>Recommended Action</b>	In the CUPS Service Parameter Configuration Window, add 403 to the "4xx Contact Failover Exception List".
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.