

SIP Call Receives 489 Bad Event Message

| | |
|---------------------------|---|
| Problem Summary | A 489 Bad Event message is received from a Unified CM or Proxy Server when a SIP call is made. |
| Error Message | 489 Bad Event |
| Possible Cause | Logs indicate 489 Bad Event messages are being received from either the Unified CM or the Proxy Server. This event is used to indicate that the server did not understand the event package that was specified in the Event header field. The problem is that Key Press Markup Language (KPML) is trying to be used, and is currently not supported in Unified CVP. |
| Recommended Action | The solution is to only use the inband Dual-Tone Multi-Frequency (DTMF) method setting (RFC 2833) on the SIP Trunk that is associated with the Unified CM or the SIP Proxy Server. This is done by selecting the last checkbox on the SIP Trunk configuration page of the Unified CM Administration page. |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |