Fix 488 SIP Error for Fax T.38 ReINVITE Rejected by Webex Calling

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Introduction

This document describes the solution for an issue observed in Webex Calling where a 488 "Not Acceptable Here" is received by registered Fax devices.

Prerequisites

Requirements

Admin access in Control Hub.

Components Used

The information in this document is based on these software and hardware versions:

- Webex Calling
- Control Hub

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

Fax calls do not work because the T.38 protocol is not being negotiated between the Fax device and the Webex Cloud. In this scenario, there is a 488 "Not Acceptable Here" generated by Webex Calling in response to the Re-Invite for the Switchover to negotiate the T.38 mode.



Note: This document assumes that T.38 mode is already configured in Control Hub on the device.



Call Message Flow

Solution

Step 1. In <u>Control Hub</u> go to Management.

Step 2. Select the **Workspace** tab or the **User** tab. This depends upon which of those options you have assigned the Fax device to.

Step 3. Choose the Workspace or User that has assigned the Fax device.

Step 4. Select the Calling tab.

	Hub Q Search			
Return to Partner Hub	< Workspaces			
 Overview Alerts center 	○ Workspace 1 Other * Capacity: Not set			Actions ~
MONITORING	Overview Scheduling Calling Meetings			
E Troubleshooting	Devices		Real-Time Utilization Metrics	
Reports	Cisco 192 • Online • 🚓		Add an IP Phone and gain insight for how this workspace is used.	
MANAGEMENT				
& Users	Calling	0	Location	0
各 Groups	G. Cisco Webey Calling Workspace		♥ HQ	
Ø Locations				
Workspaces	Cisco Webex SIP Address		Indoor navigation New	
Devices				



Step 5. Scroll down and select Call Experience.

≡ webex Control Hub	5	Q Search		
C Return to Partner Hub	Workspace 1 on	verview Scheduling Calling	Meetings	Actions ~
Overview Alerts center		O Play custom music		
MONITORING	Call handling	Incoming call permissions	Default settings	>
tel Analytics		Outgoing call permissions	Default settings	>
Troubleshooting		Call forwarding	Not forwarding calls	>
Reports		Call waiting ①	× 0	
MANAGEMENT & Users		Call intercept ()	Disabled	>
冬 Groups ② Locations	Workspace permissions	Monitoring		>
Workspaces				
🖨 Devices 8ő Apps	Call experience	Compression options ③	Normal compression	>

Call Experience Option

Step 6. In the Compression options, select Normal compression.

≡ webex Control Hub		Q Search	Ĺ	
C Return to Partner Hub				
G Overview ♦ Alerts center	Workspace 1 Other • Capacity: Not se	a		Actions ~
MONITORING Overvi	ew Scheduling Calling	Meetings		
Ca	lling			
Reports Co	mpression options	Set data compression to optimize call quality for all your clients and devices		
MANAGEMENT		Normal compression	eliants reaction to the local ender for the highest o	wan liter
& Users	L	Normal compression allows for the best call quality, included devices of	clients resolve to the best codec for the highest q	uality.
各 Groups	(Uncompressed		
© Locations		Uncompressed uses the G.711 codec, best suited for analog devices. In	cluded devices or clients can only make audio calls	5.
Workspaces				

Normal Compression Setting

Step 7. Restart the Fax device and the Fax machine to ensure that changes are being updated in the configuration files for the Fax device registered to the Webex Cloud.

Related Information

• Improve Fax Transmission with your ATA