

IP Phones: No Dial Tone and the "High Traffic Try Again Later" Error Message Appears

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Introduction

Cisco 7900 series IP Phone users do not receive a dial tone from Cisco CallManager, and the High Traffic Try Again Later error messages appears on the phone display when they go off-hook. This document discusses how to troubleshoot this issue.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco CallManager 3.x.

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, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

Cisco 7900 IP Phones do not receive a dial tone from Cisco CallManager and instead receive a reorder/busy tone when the phone goes off-hook. The High Traffic Try Again Later error message appears on the LCD display of the IP Phone.

Note: This issue occurs intermittently.

Solution

The High Traffic Try Again Later error message that appears on the IP Phones indicates this issue:

Whenever the **LowPriorityQueueThrottlingFlag** Cisco CallManager service parameter is set to **TRUE** and the Low Priority queue is over the limit specified by the **LowPriorityQueueThrottlingMaxCount** Cisco CallManager service parameter, the High Traffic Try Again Later error message appears on the LCD display of any IP Phone that is registered to this Cisco CallManager server and that attempts to go off-hook and make a new call. By default, this message appears on the phone if the Low Priority queue gets deeper than 20 signals.

Generally, the Cisco CallManager works fine as long as the Low Priority queue does not get higher than 100. Therefore, if you never see the Low Priority queue go higher than 75, you can configure the **LowPriorityQueueThrottlingMaxCount = 100** Cisco CallManager service parameter in order to overcome this issue.

It is also recommended to check the CPU utilization and the disk space usage. If they are high, you need to clear the hard disk space and shrink the CDR/CAR database.

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