

Enable Shared Lines and Multi Lines for MRA Devices

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[Configure](#)

[Verify](#)

Introduction

This document describes how to enable shared lines and multi lines for MRA devices.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

Cisco Expressway Server
Mobile and Remote Access (MRA)

Components Used

This document is not restricted to specific hardware and software versions.

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.

Background Information

In Cisco Unified Communications environments, shared lines and multi lines are features that allow users to manage multiple calls more effectively and provide greater flexibility in call handling. To configure this feature in MRA environments, it is mandatory to enable SIP Path Headers in the Expressway C server.

The default behavior for Expressway-C is to rewrite the Contact header in SIP REGISTER messages. When you enable SIP Path Headers, Expressway-C adds its address into the Path header but does not rewrite the Contact header. This setting is required for some features to work over MRA, including:

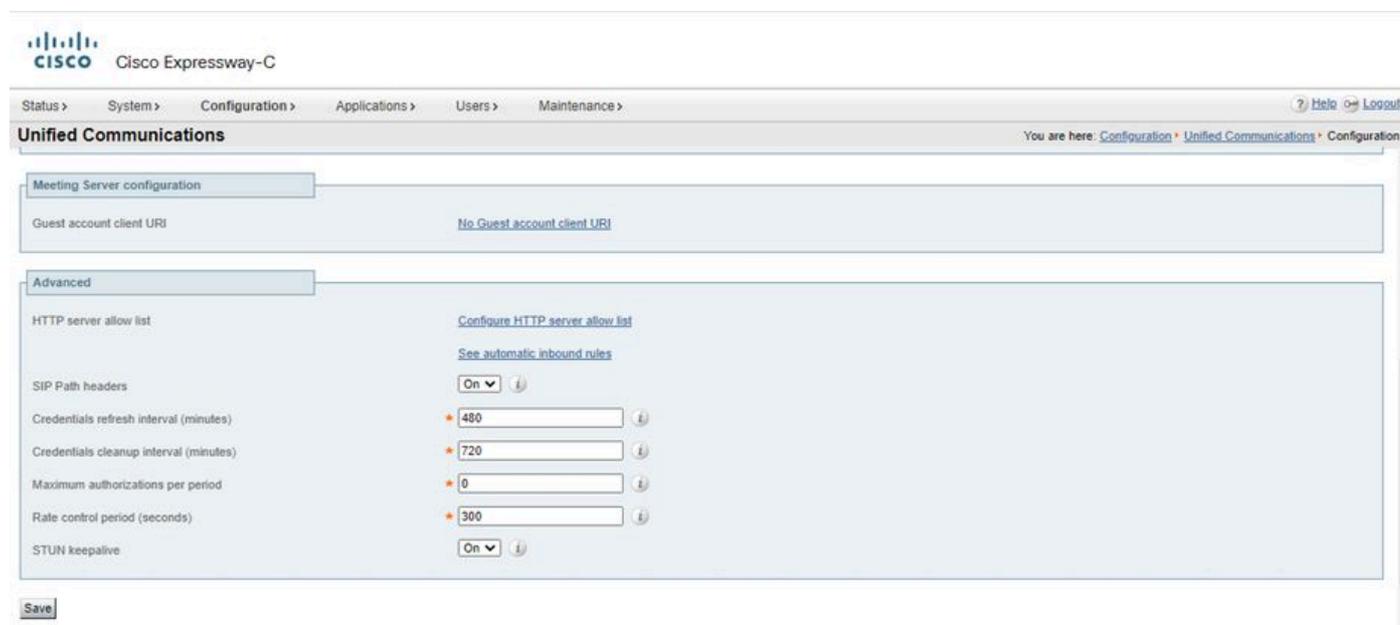
- Shared Lines and Multiple Lines
- BiB Call Recording
- Silent Monitoring

- Key Expansion Modules

Configure

Step 1. On the Expressway-C, navigate to **Configuration > Unified Communications > Configuration**.

Step 2. Change SIP Path headers to **On** and **save** the change.



The screenshot shows the Cisco Expressway-C configuration interface. The breadcrumb navigation at the top reads: Status > System > Configuration > Applications > Users > Maintenance >. The main heading is "Unified Communications" with a sub-breadcrumb: You are here: Configuration > Unified Communications > Configuration. The page is divided into two sections: "Meeting Server configuration" and "Advanced".

Meeting Server configuration

- Guest account client URI: [No Guest account client URI](#)

Advanced

- HTTP server allow list: [Configure HTTP server allow list](#)
- See automatic inbound rules: [See automatic inbound rules](#)
- SIP Path headers: **On** (dropdown menu)
- Credentials refresh interval (minutes):
- Credentials cleanup interval (minutes):
- Maximum authorizations per period:
- Rate control period (seconds):
- STUN keepalive: **On** (dropdown menu)

A "Save" button is located at the bottom left of the configuration area.

Step 3. Navigate to **Configuration > Unified Communications > Unified CM servers**.

Step 4. Click **Refresh servers**.

Verify

Log out from your account on the MRA device and log back in to test the change.