Troubleshoot Webex Calling Number Move Fails with HTTP 429 Error

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Issue

When attempting to move a phone number between Webex Calling locations in the Control Hub, the move operation fails with specific error symptoms. The Control Hub interface displays "Move in Progress" initially, then a message of "The server is busy. Please wait and try again." No PSTN order or Task Manager entry is created during the failed attempt.

The browser debug information shows HTTP 429 "Too Many Requests" response from the admin-batch-service job creation API endpoint. The specific error details captured include:

```
Status: 429
Status Text: Too Many Requests
URL: https://admin-batch-service-r.wbx2.com/api/v1/customers/<org-id>/jobs
Message: The server is busy. Please wait and try again. TrackingID: ATLAS_1e6ae5c6-ca3c-4c1a-b40f-4b496
```

Additionally, backend analysis reveals the move workflow encounters portability validation failures when the source and destination locations use different Cisco Calling Plan providers, even when both locations are configured with Cisco Calling Plans.

Environment

- Webex Calling with Cisco Calling Plan
- Control Hub Build: 20260812-0ec3555
- Multiple business locations with different underlying PSTN providers
- Source location using IntelePeer as PSTN provider
- Destination location using Telnyx as PSTN provider
- Phone number is active, unassigned, and not tied to users or calling services

- Both source and destination locations are operational

Resolution

This issue was resolved through backend engineering intervention. The engineering team identified that the number status was stale in the Terminus system, causing pre-move validation checks to fail. These steps were taken:

Engineering Backend Fix

Step 1: Engineering team identified the stale number status in Terminus

Step 2: The number status was updated in the backend system

Step 3: Pre-move validation checks were corrected to show the number as eligible for the move

Customer Retry and Verification

Step 1: Customer attempted the number move again after the backend fix

Step 2: The number was successfully moved to the destination location

Step 3: Customer assigned the number to themselves and verified inbound calling functionality

Troubleshooting Analysis Performed

The investigation revealed multiple technical factors:

HAR File Analysis:

Cause

This issue was caused by stale number status information in the Terminus system, which resulted in pre-move validation checks incorrectly failing. This backend data inconsistency prevented the number from being recognized as eligible for the move operation.

Additionally, the case documented that moves between Cisco Calling Plan locations with different underlying PSTN providers (IntelePeer vs Telnyx) can encounter eligibility restrictions in the standard direct-move workflow, even when both locations use Cisco Calling Plans. However, the primary resolution involved correcting the stale data rather than addressing provider compatibility.

Related Content

- Generate a HAR File in your Browser
- Manage Phone Numbers in Control Hub
- Get Started with the Cisco Calling Plan
- Cisco Calling Plan Number Porting Guidelines and Policies
- Cisco Technical Support & Downloads