Webex Calling Hot Desking Sign-In Fails Due to Hoteling Configuration Conflict

Contents

Issue

Users experienced sign-in failures when attempting to use the Webex Calling Hot Desking feature on Cisco 9861 phones. The error message displayed was "Calling service sign in failure, limited calling features available." This issue occurred with both QR code scanning and IVR portal sign-in methods.

The problem was consistently reproducible and affected multiple users across different geographic locations during an on-premises to Webex Calling migration. Phone logs showed Hot Desking sign-in requests failing with HTTP 409 'InvalidResponse' error code 27744, indicating a conflict condition from the Webex Calling backend during sign-in attempts.

Environment

- Cisco 9861 IP phones
- Webex Calling Hot Desking feature
- On-premises to Webex Calling migration in progress
- Multiple geographic locations affected (UK and Singapore)
- Different network environments (home network and office LAN)

Resolution

The issue was resolved by identifying and disabling the conflicting Hoteling configuration on affected phones. These next steps were taken.

Step 1: Identify the Configuration Conflict

Analysis of the Problem Report Tool (PRT) logs and phone logs revealed that Hoteling was enabled on the affected devices. The phone log entry specifically noted:

```
Target host/place has Hoteling enabled, which is mutually exclusive with Hotdesking guest sign-in opera
```

The BroadWorks OCIP transaction UserHotDeskingGuestModifyTransactionWC failed with error code 27744:

```
Cannot sign-in to host ... since Hoteling is enabled this host.
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Step 2: Disable Hoteling Configuration

Navigate to the device configuration in Webex Control Hub and locate the Hoteling setting. Disable the Hoteling feature on all affected phones.



Note: The Hoteling setting can appear greyed out (not editable) when the device is offline or rebooting. Wait for the device to come online for the setting to become editable.

Step 3: Reboot the Phones

After disabling Hoteling, reboot the affected phones to ensure the configuration change takes effect.

Step 4: Verify Resolution

Test Hot Desking sign-in functionality using both QR code and voice portal methods. The first attempt after the configuration change can still show a sign-in failure, but subsequent attempts succeed.

Verify that both Hot Desking and voice portal sign-in are working correctly on all affected devices.

Cause

The root cause was a configuration conflict where Hoteling was enabled on phones that were intended for Hot Desking use. Hoteling and Hot Desking guest sign-in operations are mutually exclusive features in Webex Calling. When both are enabled, the system returns an HTTP 409 conflict error (error code 27744) preventing successful Hot Desking sign-in.

This conflict can occur when device templates have Hoteling enabled by default for certain phone models like the Cisco 9861, or when devices are migrated from on-premises systems with existing Hoteling configurations.

Related Content

- Configure Hot Desking for phones on Control Hub
- Cisco Technical Support & Downloads