Troubleshoot Webex Calling Inbound Call Failures via Local Gateway Due to Incorrect OTG Header Values

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Issue

Inbound calls to Webex Calling via Local Gateway (LGW) were not completing successfully. The LGW was sending SIP INVITE messages to Webex Calling and receiving ringing responses, but the calls were not visible in Webex Calling analytics and troubleshooting tools. Additionally, calls were not reaching their configured destinations, including Webex Contact Center or voicemail targets. This resulted in a complete failure of inbound call processing through the LGW integration, despite the SIP signaling appearing to function at the transport level.

Environment

- Webex Calling platform with Local Gateway integration.
- Two Local Gateway devices running Cisco IOS® XE version 17.15.4c.
- SIP trunk configuration between LGW and Webex Calling.
- Inbound call routing configured for Webex Contact Center and voicemail destinations.
- Call flow: PSTN >> CUCM >> LGW >> Webex >> Webex Contact Center
- Organization ID: a1039a33-b2e0-4603-9dec-04a3831b93f4

Resolution

The resolution involved identifying and correcting the On-the-Go (OTG) header values in the SIP INVITE messages sent by the Local Gateway devices.

Step 1: SIP Debug Analysis

Analyze the **SIP debug logs** to identify the issue with the OTG header in the From field of SIP INVITE messages. The problematic SIP INVITE showed incorrect OTG values:

```
INVITE sip:+4968985159220@eun10.bcld.webex.com:5061 SIP/2.0
Via: SIP/2.0/TLS 217.6.155.118:5061;branch=z9hG4bK70B41B
From: <sip:+491637788252@eun10.bcld.webex.com;otg=lxucvmcube011847137954_lgu>;tag=EACBD19-140C
To: <sip:+4968985159220@eun10.bcld.webex.com>
Date: Mon, 02 Feb 2026 08:30:42 GMT
Call-ID: 4BC956E6-FF4811F0-8ABEAE8E-B6B17FEE@217.6.155.118
```

Step 2: OTG Header Configuration Correction

Update the **OTG header values** in the Local Gateway configuration to match the format expected by Webex Calling. The OTG header value is critical for proper identification of the far-end LGW device by the Webex Calling platform.

Reference the configuration guide for proper OTG header format: Configure Local Gateway on Cisco IOS XE for Webex Calling

Step 3: Verification of Corrected Configuration

After updating the OTG values in the LGW configuration, verify that SIP INVITE messages now contain the correct OTG headers and that calls complete successfully. The corrected SIP flow shows successful call establishment:

```
SIP/2.0 200 OK
Via:SIP/2.0/TLS 217.6.155.118:5061;branch=z9hG4bK74011DC0
From:<sip:+491637788252@eun10.bcld.webex.com;otg=lxucvmcube011803824065_lgu>;tag=F198897-D4E
To:<sip:+4968985159220@eun10.bcld.webex.com>;tag=1387614173-1770028172332
Call-ID:E59619DC-FF5811F0-8ED7AE8E-B6B17FEE@217.6.155.118
CSeq:102 INVITE
```

Step 4: Call Flow Validation

Confirm that inbound calls now appear in Webex Calling analytics and troubleshooting tools, and verify that calls are properly forwarded to configured destinations such as Webex Contact Center or voicemail. Test the complete call flow to ensure end-to-end functionality.

Cause

The root cause was incorrect On-the-Go (OTG) header values in the "From" header field of SIP INVITE messages sent by the Local Gateway devices. The OTG header value is essential for proper identification of the far-end LGW device by the Webex Calling platform. When the OTG header contains incorrect values, the Webex infrastructure fails to identify the LGW correctly, causing the platform to reject or not process inbound calls properly. This results in calls not appearing in Webex Calling analytics and prevents forwarding to target services, even though SIP transport-level signaling (such as ringing responses) can still function.

Related Content

- Configure Local Gateway on Cisco IOS XE for Webex Calling
- Cisco Technical Support & Downloads