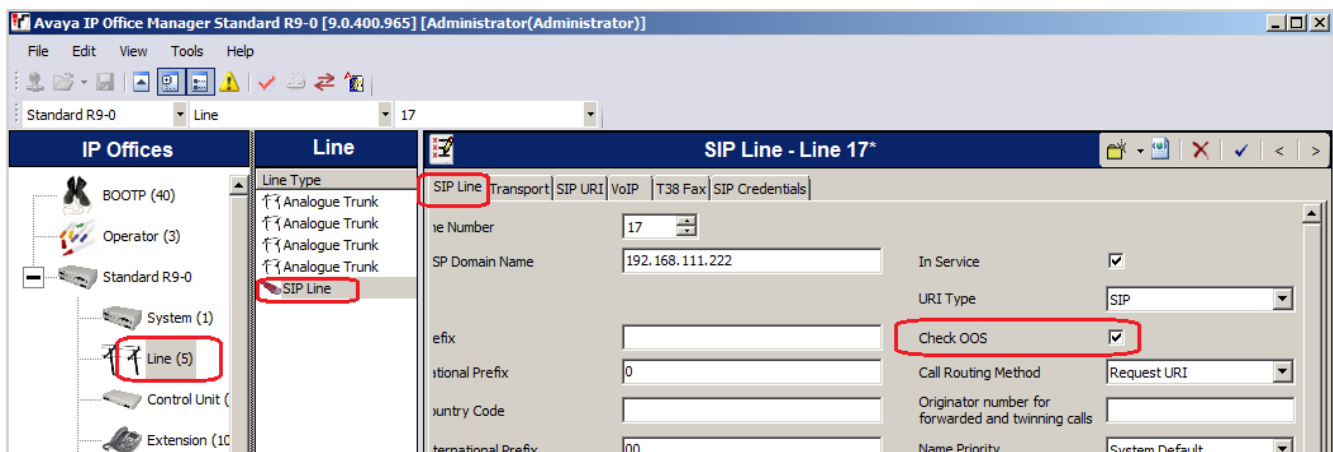# Avaya IP Office
SIP Options Trouble
Check Out Of Service
Telquest Tech Support

The Avaya IP Office has a feature, Check OOS (PING), where it will send an OPTIONS message to the remote SIP Server.

This message is sent about every 10 seconds.

This is used to see if the SIP Server is available.

If the KSU receives a 200 OK response to the OPTIONS message , the SIP Trunk/Line remains In Service.

If it does not receive a 200 OK response, the SIP Trunk/Line is removed from Service.

Here is what someone on Tek-Tips observed:

In R9.0.3.0 and R9.0.4.0 the SIP OPTIONS ping is messed up.
Even if you turn off the "Check OOS" it keeps sending OPTIONS with wrong IP address in message.
If it's not replied to correctly, the trunk is taken Out Of Service.
Try using 9.0.2.0 and see if it works.