

## Agent and customer start hearing UCCX recordings played over their conversation

<b>Problem Summary</b>	Customer is connected to an agent. Agent and customer start hearing UCCX recordings played over their conversation
<b>Error Message</b>	A call comes into UCCX. From the same calling number we see another incoming call at the RP while the first call is still active within UCCX
<b>Possible Cause</b>	Issues in gateway/CUCM
<b>Recommended Action</b>	<p>To debug this issue, search for the calls coming in from a particular calling number. Look for "cgn=". If there is a second call from the same CGN while the first is still active then escalate to gateway/CUCM teams.</p> <p>4245770: Oct 19 14:07:12.806 CDT %MIVR-SS_TEL-7-UNK:Call.accepted() JTAPICallContact[id=6880,implId=1171154/2,inbound=true,App name=35.Genie,task=null,session=133000006518,seq num=0,cn=555,dn=555,cgn=7603416989,a 4245825: Oct 19 14:07:13.009 CDT %MIVR-SS_RM-7-UNK:Processing msg: SessionActiveMsg (Rsrc:null ID:1171154/2 Type:IAQ) 4295795: Oct 19 14:16:37.925 CDT %MIVR-SS_RM-7-UNK:Processing msg: SessionAnsweredMsg (Rsrc:1171154/2 ID:agent030 Type:IAQ) 4298500: Oct 19 14:17:06.878 CDT %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=6988,implId=1171247/2,inbound=true,App name=35.Genie,task=null,session=null,seq num=-1,cn=555,dn=555,cgn=7603416989,ani=null 4299034: Oct 19 14:17:07.488 CDT %MIVR-SS_RM-7-UNK:Processing msg: SessionActiveMsg (Rsrc:null ID:1171247/2 Type:IAQ)</p> <p>Both the calls have same caller and both are terminated at about the same time 4306754: Oct 19 14:19:11.240 CDT %MIVR-SS_RM-7-UNK:Processing msg: SessionTerminatedMsg (Rsrc:1171154/2 ID:agent030 Type:IAQ Cause:DROPPED 4308142: Oct 19 14:19:28.677 CDT %MIVR-SS_RM-7-UNK:Processing msg: SessionTerminatedMsg (Rsrc:1171247/2 ID:null Type:IAQ Cause:INVALID</p>
<b>Release</b>	Release 7.0(1), 8.0(1)
<b>Associated CDETS #</b>	None.