

Agent and customer start hearing UCCX recordings played over their conversation

Problem Summary	Customer is connected to an agent. Agent and customer start hearing UCCX recordings played over their conversation
Error Message	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
Possible Cause	Issues in gateway/CUCM
Recommended Action	<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>
Release	Release 7.0(1), 8.0(1)
Associated CDETS #	None.