

Agent stuck in Reserved state

Problem Summary	Agent is stuck in Reserved state till Rm cleanup thread cleans up the call.
Error Message	52552690: Feb 09 09:29:41.946 CST %MIVR-SS_RM-3-CLEANUP_STUCK_CONTACT:Removed stuck contact: The name of the method that invoked another method=1529181/2
Possible Cause	This can happen if the agent extension is not unique i.e the agent DN is either shared or the same DN is also configured in another partition. So when RmCm tries to add observer to the DN, it is possible that it has added observer to the wrong DN and so it cannot receive events for the agent's DN.
Recommended Action	Check the CUCM route plan report to ensure that the agent extension is unique. Check the MIVR and JTAPI client logs for agent login Sometimes CTI/JTAPI may not be delivering events for the agent DN. Escalate to IPCBU JTAPI team with relevant logs.
Release	Release 7.0(1), 8.0(1)
Associated CDETS #	None.