

**CSD shows oldest in queue as 1(00:00:00)**

<b>Problem Summary</b>	CSD shows oldest in queue as 1(00:00:00)
<b>Error Message</b>	CSD shows oldest in queue as 1(00:00:00).
<b>Possible Cause</b>	<p>Some of the causes are for this issue are :</p> <ol style="list-style-type: none"> <li>1. Issues with CUCM JTAPI events.</li> <li>2. Race condition due to transfer being completed by the agent before the consult call is answered.</li> <li>3. Agent performing unsupported operation like setting up a call between 2 CTI ports.</li> </ol>
<b>Recommended Action</b>	<p><b>Step 1.</b> Enable the necessary log levels and wait for an occurrence.</p> <ol style="list-style-type: none"> <li>1. SS_CM - XDebug1</li> <li>2. SS_RM - XDebug1</li> <li>3. SS_TEL - Debug</li> <li>4. ICD_RTDM - XDebug1</li> <li>5. ICD_CTI - XDebug1</li> <li>6. JTAPI client logs in all debug levels</li> </ol> <p><b>Step 2.</b> To find the stuck call, look for all QUERY_QUEUE_STATISTICS_CONF messages in the logs</p> <pre>63652323: Feb 17 11:15:51.077 GMT %MIVR-ICD_CTI-7-UNK:OutboundMessageprocessor : ser</pre> <p>Search the logs for the calls in that CSQ to find the stuck call. The stuck call will keep showing up in this</p> <pre>63652311: Feb 17 11:15:51.077 GMT %MIVR-SS_RM-7-UNK:ESD: 120 Contacts in Queue[1]: 3</pre> <p><b>Step 3.</b> With the stuck call ID, search the logs for this call when it first entered UCCX and check the call</p>
<b>Release</b>	8.0(1)
<b>Associated CDETS #</b>	CSCsu40814.