

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

Problem Summary	CSD shows oldest in queue as 1(00:00:00)
Error Message	CSD shows oldest in queue as 1(00:00:00).
Possible Cause	<p>Some of the causes are for this issue are :</p> <ol style="list-style-type: none"> 1. Issues with CUCM JTAPI events. 2. Race condition due to transfer being completed by the agent before the consult call is answered. 3. Agent performing unsupported operation like setting up a call between 2 CTI ports.
Recommended Action	<p>Step 1. Enable the necessary log levels and wait for an occurrence.</p> <ol style="list-style-type: none"> 1. SS_CM - XDebug1 2. SS_RM - XDebug1 3. SS_TEL - Debug 4. ICD_RTDM - XDebug1 5. ICD_CTI - XDebug1 6. JTAPI client logs in all debug levels <p>Step 2. 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>Step 3. With the stuck call ID, search the logs for this call when it first entered UCCX and check the call</p>
Release	8.0(1)
Associated CDETS #	CSCsu40814.