

Call fails with CallCtlConnFailed event

Problem Summary	<p>Call receives CallCtlConnFailed event. Unified CCX drops the call only when CallCtlConnFailedEv is received with certain cause codes like: 20</p> <p>For most other cause codes, Unified CCX does not recognize the failure and will continue to process the call, which is now invalid as the call has actually failed though Unified CCX did not recognize the failure.</p>
Error Message	Cisco001MIVR010[1].log.txt 3085 36745440: Jan 05 12:14:30.424 EDT %MIVR-SS_TEL-7-UNK:CallID:2311 MediaId:1759881/3 Inbound call, callctl cause:101, [777044:Internal/(P1-jtapiuser_1) GCID=(3,1759881)->ACTIVE]->FAILED
Possible Cause	Some issue in JTAPI / CTI that lead to the failure of the call.
Recommended Action	<ol style="list-style-type: none"> 1. Find the cause code for the CallCtlConnFailed from the MIVR/JTAPI client logs 2. The description of the cause code can be found under Cause Codes section at the link: http://docwiki-dev.cisco.com/wiki/Common_Cause_Codes_and_Meta_Codes_in_JTAPI 3. With all the relevant logs, escalate this to IPCBU JTAPI team 4. Note that cause code 107 can but not necessarily indicate codec mismatch between caller and CTI Port (http://docwiki-dev.cisco.com/wiki/Codec_Mismatch_between Caller_and CTI_Port) <p>Example: In this case, CallCtlConnFailed is received with cause 101. Unified CCX does not recognize this cause and logs the following errors.</p> <pre>36745440: Jan 05 12:14:30.424 EDT %MIVR-SS_TEL-7-UNK:CallID:2311 MediaId:1759881/3 cause:101, [777044:Internal/(P1-jtapiuser_1) GCID=(3,1759881)->ACTIVE]->FAILED 36745602: Jan 05 12:14:34.174 EDT %MIVR-SS_TEL-7-UNK:CallID:2311 MediaId:1759881/3 ACKNOWLEDGED) 36745621: Jan 05 12:14:34.174 EDT %MIVR-SS_TEL-3-CALL_CONTROL_INVALID_STATE:MediaId:1759881/3 Task:28000079448,Failure type for the CallControl error=CONSULT,Conn reason=CTIERR_ILLEGAL_CALLSTATE=0x8ccc0009::Line is not in a legal state to invoke the Call state not valid to initiate calls. 36745645: Jan 05 12:14:34.174 EDT %MIVR-SS_TEL-7-UNK:Call.transferFailed(5555220004 JTAPICallContact[id=2311,implId=1759881/3,state=STATE_ANSWERED_IDX,inbound=true,name=HOTLINE_QUEUE,task=28000079448,session=34000047642,seq num=1,cn=5556667102,dn=5556667102,cgn=7327708728,ani=null,dnis=null,clid=null,atype=D</pre>
Release	Release 7.0(1) onwards
Associated CDETS #	NA