

Call redirected from one RP to the other multiple times with Redirect Step

Problem Summary	The script redirects the call to one RP and this RP immediately redirects the call to another RP and so on till the call is finally queued at some RP. This can lead to call stuck in CSQ.
Error Message	<p>2048611: Jan 15 11:09:12.872 GMT-600 %MIVR-SS_RM-7-UNK:Processing msg: SessionActiveMsg (Rsrc:null ID:367306/1 Type:IAQ)</p> <p>2049478: Jan 15 11:09:43.466 GMT-600 %MIVR-SS_RM-7-UNK:Processing msg: SessionActiveMsg (Rsrc:null ID:367306/1 Type:IAQ) 2049538: Jan 15 11:09:43.512 GMT-600 %MIVR-SS_RM-7-UNK:Processing msg: AllocateRsrcMsg (ESD:2 Contact ID:4694 CallID:367306/1) 2049606: Jan 15 11:09:45.669 GMT-600 %MIVR-SS_RM-7-UNK:Processing msg: SessionActiveMsg (Rsrc:null ID:367306/1 Type:IAQ) 2049627: Jan 15 11:09:45.700 GMT-600 %MIVR-SS_RM-7-UNK:Processing msg: AllocateRsrcMsg (ESD:1 Contact ID:4695 CallID:367306/1) 2049652: Jan 15 11:09:48.372 GMT-600 %MIVR-SS_RM-7-UNK:Processing msg: SessionRedirectedMsg, contact ID:367306/1 23605 2049674: Jan 15 11:09:48.575 GMT-600 %MIVR-SS_RM-7-UNK:Processing msg: SessionRedirectedMsg, contact ID:367306/1</p> <p>These SessionRedirectedMsgs can change the queued_waiting or queued_allocated status of the call to not_in_queue 79105: Jan 25 16:09:13.172 GMT-600 %MIVR-SS_RM-7-UNK:ESD 1 ServicioCliente .allocateRsrc(17172988 [395772/1]) 79111: Jan 25 16:09:13.172 GMT-600 %MIVR-SS_CM-7-UNK:RmCm contact 17172988[395772/1] (559) .setIaqState(QUEUED_ALLOCATED) from QUEUED_WAITING 79239: Jan 25 16:09:15.672 GMT-600 %MIVR-SS_RM-7-UNK:Processing msg: SessionRedirectedMsg, contact ID:395772/1 79264: Jan 25 16:09:15.672 GMT-600 %MIVR-SS_CM-7-UNK:RmCm contact 17172988[395772/1] (559) .setIaqState(QUEUED_WAITING) from QUEUED_ALLOCATED 79265: Jan 25 16:09:15.672 GMT-600 %MIVR-SS_CM-7-UNK:RmCm contact 17172988[395772/1] (559) .setIaqState(NOT_IN_QUEUE) from QUEUED_WAITING</p>
Possible Cause	Multiple redirects from one script to another happening too fast.
Recommended Action	Introduce a 2 sec delay before the accept step in all the scripts that receive a redirect call from another script. This delay will ensure that the SessionRedirectedMsg from the previous redirect comes in before the call is further processed
Release	7.0(1), 8.0(1)
Associated CDETS #	None.