

Codec Mismatch between Caller and CTI Port

Problem Summary	As soon as the call is answered at the CTI port, CallCtlConnFailed event with cause 107 is received and
Error Message	485624: Sep 25 12:29:14.958 EEST %MIVR-SS_TEL-7-UNK:CallID:763 MediaId:48650/1 Task:21000000978 [5519:VZD_CC/(P1-CTIAdmin_1) GCID=(1,48650)->ACTIVE]->FAILED 485762: Sep 25 12:29:19.801 EEST %MIVR-SS_TEL-3-WAIT_FOR_CALL_AND_MEDIA_ACTIVE All Call ids=CallID:763 MediaId:48650/1 Task:21000000978,Time Lapse=5000
Possible Cause	Codec mismatch between caller end and CTI Port
Recommended Action	<p>Check for possible codec mismatch between caller end and the CTI port.</p> <p>485538: Sep 25 12:29:14.645 EEST %MIVR-SS_TEL-7-UNK:Route Connection=[1613:VZD_CC/(P1-CTIAdmin_1) GCID=(1,48650)->ACTIVE]->OFFERED, reason=1, Event= CallCtlConnOfferedEv, cause=100</p> <p>485546: Sep 25 12:29:14.645 EEST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContacted Call,implId=48650/1,active=true,state=CALL_RECEIVED,inbound=true,handled=false,locale=en Script Application,id=1,desc=ZvanuCentrs,enabled=true,max=30,valid=true,cfg=[ApplicationConfiguration] EEST 2009,</p> <p>485600: Sep 25 12:29:14.801 EEST %MIVR-SS_TEL-7-UNK:Call.answered() JTAPICallContacted Call,implId=48650/1,active=true,state=CALL_ANSWERED,inbound=true,handled=false,locale=en Script Application,id=1,desc=ZvanuCentrs,enabled=true,max=30,valid=true,cfg=[ApplicationConfiguration] EEST 2009,</p> <p>485624: Sep 25 12:29:14.958 EEST %MIVR-SS_TEL-7-UNK:CallID:763 MediaId:48650/1 Task:21000000978 cause:107, [5519:VZD_CC/(P1-CTIAdmin_1) GCID=(1,48650)->ACTIVE]->FAILED</p> <p>485762: Sep 25 12:29:19.801 EEST %MIVR-SS_TEL-3-WAIT_FOR_CALL_AND_MEDIA_ACTIVE All Call ids=CallID:763 MediaId:48650/1 Task:21000000978,Time Lapse=5000</p> <p>485763: Sep 25 12:29:19.801 EEST %MIVR-APP_MGR-3-TASK_ABORTED:Application task aborted Script Application,id=1,desc=ZvanuCentrs,enabled=true,max=30,valid=true,cfg=[ApplicationConfiguration] EEST 2009,recordId=50,desc=ZvanuCentrs,name=ZvanuCentrs,type=Cisco Script Application,instanceId=1</p> <p>485861: Sep 25 12:29:19.833 EEST %MIVR-SS_TEL-7-UNK:Call.aborted() JTAPICallContacted Call,implId=48650/1,active=false,state=CONTACT_ABORTED,inbound=true,handled=false,locale=en Script Application,id=1,desc=ZvanuCentrs,enabled=true,max=30,valid=true,cfg=[ApplicationConfiguration] EEST 2009</p> <p>485864: Sep 25 12:29:19.833 EEST %MIVR-SS_RM-7-UNK:Processing msg: SessionTerminationException (Abort Exception:com.cisco.app.ApplicationTaskInactiveException)</p>
Release	Release 7.0(1) onwards
Associated CDETS #	NA