

## Codec Mismatch between Caller and CTI Port

<b>Problem Summary</b>	As soon as the call is answered at the CTI port, CallCtlConnFailed event with cause 107 is received and
<b>Error Message</b>	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
<b>Possible Cause</b>	Codec mismatch between caller end and CTI Port
<b>Recommended Action</b>	<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)-&gt;ACTIVE]-&gt;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)-&gt;ACTIVE]-&gt;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>
<b>Release</b>	Release 7.0(1) onwards
<b>Associated CDETS #</b>	NA