

Configuration issues

Problem Summary	Call is not offered on the CTI port and there was no exception while redirecting the call to the CTI port.
Error Message	NA
Possible Cause	<p>Unified CCX receives the call on the Route point and redirects the call to the CTI port to terminate media.</p> <p>Sometimes, however, we do see issues like the call is not offered on the CTI port or a call with different Impl ID is offered on the CTI port.</p> <p>There have also been scenarios where this happens due to call forward settings on the CTI port</p>
Recommended Action	<p>Check for configuration issues. Collect the necessary traces and escalate to IPCBU JTAPI team</p> <p>An Example: 638528: Jun 01 16:05:45.457 PDT %MIVR-SS_TEL-7-UNK:Route Connection=[466:PA-5530-Line1/(P1-JTAPI_1) GCID=(8,193330)->ACTIVE]->OFFERED, reason=1, Event= (P1-JTAPI_1) 193330/8 CallCtlConnOfferedEv 466:PA-5530-Line1 [#29746] Cause:100 CallCtlCause:0 638533: Jun 01 16:05:45.457 PDT %MIVR-SS_TEL-7-UNK:Route Connection: [466:PA-5530-Line1/(P1-JTAPI_1) GCID=(8,193330)->ACTIVE]->OFFERED, CTI Port selected: TP[id=60,implId=1000063,state=IN_USE] 638535: Jun 01 16:05:45.473 PDT %MIVR-SS_TEL-7-UNK:RP[num=466], conn=[466:PA-5530-Line1/(P1-JTAPI_1) GCID=(8,193330)->INVALID]->DISCONNECTED, event=(P1-JTAPI_1) 193330/8 CallCtlConnDisconnectedEv 466:PA-5530-Line1 [#29753] Cause:100 CallCtlCause:0 638537: Jun 01 16:05:45.520 PDT %MIVR-SS_TEL-7-UNK:CallID: 1582, MediaID: 3560025/5 CallCtlConnOfferedEv received for CTI Port:1000063, lastRedirectedAddress: 466 -<i>Wrong Impl ID offered at CTI port</i></p>
Release	Release 7.0(1) onwards
Associated CDETS #	NA