

## Configuration issues

<b>Problem Summary</b>	Call is not offered on the CTI port and there was no exception while redirecting the call to the CTI port.
<b>Error Message</b>	NA
<b>Possible Cause</b>	<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>
<b>Recommended Action</b>	<p>Check for configuration issues. Collect the necessary traces and escalate to IPCBU JTAPI team</p> <p><b>An Example:</b> 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)-&gt;ACTIVE]-&gt;OFFERED, reason=1, Event= (P1-JTAPI_1) <b>193330</b>/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)-&gt;ACTIVE]-&gt;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)-&gt;INVALID]-&gt;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: <b>3560025</b>/5 CallCtlConnOfferedEv received for CTI Port:1000063, lastRedirectedAddress: 466 -<i>Wrong Impl ID offered at CTI port</i></p>
<b>Release</b>	Release 7.0(1) onwards
<b>Associated CDETS #</b>	NA