

## Guide to reading MIVR logs for Telephony Issues - ICD Call Flow

<b>Problem Summary</b>	Here's how we read the MIVR logs to understand a simple ICD call.
<b>Error Message</b>	NA
<b>Possible Cause</b>	NA
<b>Recommended Action</b>	<p><b>The ENG debugs and SS_TEL debugs are enabled in the below call flow</b></p> <p><b><i>Call is offered at the Routepoint</i></b>  60552: Jan 15 10:43:41.971 CST %MIVR-SS_TEL-7-UNK:Route Connection=[1800::1/(P1-rm) GCID=(2,66342)-&gt;ACTIVE]-&gt;OFFERED, reason=1, Event= (P1-rmjtap1_1) 66342/2 CallCtlCo Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, cause=100, metacode=129, isMaster=tr</p> <p><b><i>Call is received in UCCX</i></b>  60554: Jan 15 10:43:41.971 CST %MIVR-SS_TEL-7-UNK:Call.received()  JTAPICallContact[id=58,implId=66342/2,state=STATE_RECEIVED_IDX,inbound=true,App name=HelpDesk,task=null,session=null,seq num=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=mn</p> <p><b><i>A CTI Port is selected for the call</i></b>  60557: Jan 15 10:43:41.971 CST %MIVR-SS_TEL-7-UNK:Route Connection: [1800::1/(P1-rm) GCID=(2,66342)-&gt;ACTIVE]-&gt;OFFERED, CTI Port selected: TP[id=6,implId=1904,state=IN_U  60558: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK: Got (P1-rmjtap1_1) 66342/2 CallAc  CallCtlCause:0 CiscoCause:31 FeatReason:12, (P1-rmjtap1_1) 66342/2 ConnCreatedEv 1800: [#  CiscoCause:31 FeatReason:12, (P1-rmjtap1_1) 66342/2 ConnInProgressEv 1800: [#3622] Cause  FeatReason:12, (P1-rmjtap1_1) 66342/2 CallCtlConnOfferedEv 1800: [#3623] Cause:100 CallC  FeatReason:12, (P1-rmjtap1_1) 66342/2 ConnCreatedEv 2108846343: [#3624] Cause:100 CallC  FeatReason:12, (P1-rmjtap1_1) 66342/2 ConnConnectedEv 2108846343: [#3625] Cause:100 Cal  FeatReason:12, (P1-rmjtap1_1) 66342/2 CallCtlConnEstablishedEv 2108846343: [#3626] Cause  FeatReason:12, (P1-rmjtap1_1) 66342/2 ConnCreatedEv 1904: [#3627] Cause:100 CallCtlCause  events on the AddressCallObserver.</p> <p><b><i>Call is associated with a CTI port. TP and session value is not null as it was in Call.received()</i></b>  60559: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:Call.associated()  JTAPICallContact[id=58,implId=66342/2,state=STATE_RECEIVED_IDX,inbound=true,App name=HelpDesk,task=null,session=10000000060,seq num=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu  60560: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:Route Connection: [1800::1/(P1-rm) GCID=(2,66342)-&gt;ACTIVE]-&gt;OFFERED has 2 current sessions active.</p> <p><b><i>Call is offered on the CTI port after being redirected to this CTI Port</i></b>  60561: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:CallID: 58, MediaID: 66342/2 CallID  Port: 1904, lastRedirectedAddress: 1800  60562: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK: Got (P1-rmjtap1_1) 66342/2 ConnIn  CallCtlCause:0 CiscoCause:0 FeatReason:6, (P1-rmjtap1_1) 66342/2 CallCtlConnOfferedEv 190  CiscoCause:0 FeatReason:6, events on the AddressCallObserver.</p> <p><b><i>Call is dropped at the Routepoint as it was redirected successfully to the CTI port</i></b>  60563: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:RP[num=1800], conn=[1800::1/(P1) GCID=(2,66342)-&gt;ACTIVE]-&gt;DISCONNECTED, event=(P1-rmjtap1_1) 66342/2 CallCtlConnI  Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:6, cause=CAUSE_NORMAL[100],</p>

meta=META\_CALL\_REMOVING\_PARTY[131]

60564: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Got (P1  
CallObservationEndedEv [#3642] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, even

***Call is accepted at the CTI port***

60568: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:CallID: 58, MediaID: 66342/2 Acce  
on CTI Port: 1904, ciscoCause=0

***Call state is changed to accepted***

60569: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:Call.accepted()  
JTAPICallContact[id=58,implId=66342/2,state=STATE\_ACCEPTED\_IDX,inbound=true,App  
name=HelpDesk,task=null,session=10000000060,seq  
num=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu

***Call rings at the CTI port***

60570: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2, Termin  
is RINGING, [1904::1/(P1-rmjtpi\_1) GCID=(2,66342)->ACTIVE]->ALERTING  
60571: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 com.cis  
received

***An application task is created for the call and the call is associated with a task ID***

60572: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:Call.attributed()  
JTAPICallContact[id=58,implId=66342/2,state=STATE\_ATTRIBUTED\_IDX,inbound=true,Ap  
name=HelpDesk,task=null,session=10000000060,seq  
num=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu  
60573: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task: 19  
19000000072

***The application task starts executing***

60596: Jan 15 10:43:41.987 CST %MIVR-ENG-7-UNK:Execute step of Task 19000000072 : St

***The application task executes the Accept Step to answer the call at the CTI Port***

60620: Jan 15 10:43:43.987 CST %MIVR-ENG-7-UNK:Execute step of Task 19000000072 : A

***CiscoMediaOpenLogicalChannelEv is received for the call for which UCCX will setRTTParan***

60621: Jan 15 10:43:44.002 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task: 19  
com.cisco.jtapi.CiscoMediaOpenLogicalChannelEvImpl received

***Media is being set up for the call at the CTI Port. CiscoRTPOutputStartedEv is received***

60622: Jan 15 10:43:44.002 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task: 19  
com.cisco.jtapi.CiscoRTPOutputStartedEvImpl received

***Call on the CTI port is active***

60623: Jan 15 10:43:44.002 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task: 19  
Terminal: CTI\_1904 is ACTIVE

***Call state is changed to answered***

60625: Jan 15 10:43:44.002 CST %MIVR-SS\_TEL-7-UNK:Call.answered()  
JTAPICallContact[id=58,implId=66342/2,state=STATE\_ANSWERED\_IDX,inbound=true,App  
name=HelpDesk,task=19000000072,session=10000000060,seq  
num=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu

***CiscoRTPInputStartedEv is received. Media is now set up for the call at the CTI Port.***

60641: Jan 15 10:43:44.002 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904: com.cisco.jtapi.CiscoRTPInputStartedEvImpl received

**Select Resource Step is executed and an agent is selected by RmCm subsystem to handle this call**

60703: Jan 15 10:43:50.893 CST %MIVR-ENG-7-UNK:Execute step of Task 19000000072 : Selected agent from CSQ)

**Consult Transfer to the agent extension 52925 begins**

61085: Jan 15 10:45:42.816 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904: ACKNOWLEDGED)

**The call is put on hold at the CTI port and so CiscoRTPInputStoppedEv is received**

61086: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904: com.cisco.jtapi.CiscoRTPInputStoppedEvImpl received

**The call is put on hold at the CTI port and so CiscoRTPOutputStoppedEv is received**

61087: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904: com.cisco.jtapi.CiscoRTPOutputStoppedEvImpl received

**The call on the CTI port goes on hold**

61088: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904: Terminal: CTI\_1904 is HELD

**A consult call is created**

61089: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904: 5336/1 ConsultCallActive [#3701] Cause:106 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi\_1) 1904: [#3702] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi\_1) 5336/1 Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi\_1) 5336/1 CallCtlConnCreatedEv CTI\_1904 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi\_1) 5336/1 TermConnCreatedEv CTI\_1904 CallCtlCause:0 CiscoCause:100 FeatReason:12, (P1-rmj tapi\_1) 5336/1 TermConnActiveEv CTI\_1904 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi\_1) 5336/1 CallCtlTermConnTalkingEv CTI\_1904 CallCtlCause:0 CiscoCause:501 FeatReason:12, events on the AddressCallObserver.

61090: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:1904: (P1-rmj tapi\_1) 5336/1 ConsultCallActive [#3701] Cause:106 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi\_1) 5336/1

61091: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:1904: (P1-rmj tapi\_1) 5336/1 ConnCreatedEv 1904: [#3702] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi\_1) 5336/1

61092: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:1904: (P1-rmj tapi\_1) 5336/1 ConnConnectedEv 1904: [#3703] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi\_1) 5336/1

61093: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:1904: (P1-rmj tapi\_1) 5336/1 CallCtlConnInitiatedEv 1904: [#3704] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi\_1) 5336/1

61094: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:1904: (P1-rmj tapi\_1) 5336/1 TermConnCreatedEv CTI\_1904 [#3705] Cause:501 CallCtlCause:0 CiscoCause:100 FeatReason:12, (P1-rmj tapi\_1) 5336/1

61095: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:1904: (P1-rmj tapi\_1) 5336/1 TermConnActiveEv CTI\_1904 [#3706] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi\_1) 5336/1

61096: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:1904: (P1-rmj tapi\_1) 5336/1 CallCtlTermConnTalkingEv CTI\_1904 [#3707] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi\_1) 5336/1

61097: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904: 5336/1 CallCtlConnDialingEv 1904: [#3708] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, AddressCallObserver.

61098: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:1904: (P1-rmj tapi\_1) 5336/1 CallCtlConnDialingEv 1904: [#3708] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, (P1-rmj tapi\_1) 5336/1

61099: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904: 5336/1 CallCtlConnEstablishedEv 1904: [#3709] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, (P1-rmj tapi\_1) 5336/1

ConnCreatedEv 52925: [#3710] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events  
 61100: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342  
 (P1-rmjtap1\_1) 5336/1 CallCtlConnEstablishedEv 1904: [#3709] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 61101: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342  
 (P1-rmjtap1\_1) 5336/1 ConnCreatedEv 52925: [#3710] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 61102: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904  
 5336/1 ConnInProgressEv 52925: [#3711] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 CallCtlConnOfferedEv 52925: [#3712] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 61103: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342  
 (P1-rmjtap1\_1) 5336/1 ConnInProgressEv 52925: [#3711] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,

***The consult call is offered at the agent extension***

61104: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342  
 (P1-rmjtap1\_1) 5336/1 CallCtlConnOfferedEv 52925: [#3712] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,

***The consult call is ringing at the agent extension***

61129: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904  
 5336/1 ConnAlertingEv 52925: [#3725] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 CallCtlConnAlertingEv 52925: [#3726] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 61130: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342  
 (P1-rmjtap1\_1) 5336/1 ConnAlertingEv 52925: [#3725] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 61131: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342  
 (P1-rmjtap1\_1) 5336/1 CallCtlConnAlertingEv 52925: [#3726] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 61132: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904  
 RINGING  
 61133: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:Call.transferStarted(52925)  
 JTAPICallContact[id=58,implId=66342/2,state=STATE\_ANSWERED\_IDX,inbound=true,AppId=1904,  
 name=HelpDesk,task=19000000072,session=10000000060,seqNum=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null]

***The consult call is answered by the agent***

61325: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342  
 (P1-rmjtap1\_1) 5336/1 ConnConnectedEv 52925: [#3788] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 61326: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904  
 5336/1 ConnConnectedEv 52925: [#3788] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 CallCtlConnEstablishedEv 52925: [#3789] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 AddressCallObserver.  
 61327: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342  
 (P1-rmjtap1\_1) 5336/1 CallCtlConnEstablishedEv 52925: [#3789] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,  
 61333: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904  
 TALKING - CallCtlConnEstablished, [52925::1/(P1-rmjtap1\_1) GCID=(1,5336)->ACTIVE]->E  
 61335: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904  
 TALKING, it's in correct state to transfer  
 61336: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904  
 ConsultCallObserver():Received msg from original call Interrupted  
 61337: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342  
 (P1-rmjtap1\_1) 5336/1 CallObservationEndedEv [#3790] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,

***Telephony Subsystem tries to complete transfer between the main and consult calls***

61338: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904  
 consultCall)  
 61339: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1904  
 5336/1 CiscoTermConnSelectChangedEv CTI\_1904 [#3792] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,

AddressCallObserver.

***CiscoTransferStartEv is received to mark the beginning of transfer completion***

61340: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
 66342/2 CiscoTransferStartEv [#3793] Cause:100 CallCtlCause:0 CiscoCause:129 FeatReason:2  
 61418: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
 5336/1 ConnDisconnectedEv 52925: [#3819] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2  
 CallCtlConnDisconnectedEv 52925: [#3820] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2

AddressCallObserver.

61428: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
 5336/1 TermConnDroppedEv CTI\_1904 [#3821] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2  
 CallCtlTermConnDroppedEv CTI\_1904 [#3822] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2  
 ConnDisconnectedEv 1904: [#3823] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2, (P1-1904)  
 CallCtlConnDisconnectedEv 1904: [#3824] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2  
 CallInvalidEv [#3825] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2, events on the AddressCallObserver

61439: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
 5336/1 CallObservationEndedEv [#3826] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2

AddressCallObserver.

61454: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
 66342/2 CiscoTransferEndEv [#3834] Cause:100 CallCtlCause:0 CiscoCause:129 FeatReason:2

61455: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
 66342/2 CallObservationEndedEv [#3835] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2

AddressCallObserver.

61457: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:Call.transferAnswered(52925)  
 JTAPICallContact[id=58,implId=66342/2,state=STATE\_ANSWERED\_IDX,inbound=true,AppName=HelpDesk,task=19000000072,session=null,seqnum=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=none]

61458: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:Call.transferring(52925)  
 JTAPICallContact[id=58,implId=66342/2,state=STATE\_ANSWERED\_IDX,inbound=true,AppName=HelpDesk,task=19000000072,session=null,seqnum=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=none]

***CiscoTransferEndEv is received to mark the end of transfer completion***

61459: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
 event on the AddressCallObserver, posting it to InCallObserver. Port.this.transferStart = true

61460: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
 and final call 66342/2 is the same as the consult call, Transferred call in event (P1-rmjtapi\_1) GO

61461: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
 event on the AddressCallObserver, posting it to InCallObserver. Port.this.transferStart = true

***The call is transferred to the agent. The main call goes out of the Telephony provider and it is provider***

61462: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
 TermConnDroppedEv, meta code:134, cause code:100

61463: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
 Terminal: CTI\_1904 is DROPPED, 66342/2, call transferring, Redirecting:false

61464: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:Call.abandoned() - transferring  
 JTAPICallContact[id=58,implId=66342/2,state=STATE\_ANSWERED\_IDX,inbound=true,AppName=HelpDesk,task=19000000072,session=null,seqnum=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=none]

61465: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:Call.transferred(52925) - transferring  
 JTAPICallContact[id=58,implId=66342/2,state=STATE\_TRANSFERRED\_IDX,inbound=true,AppName=HelpDesk,task=19000000072,session=null,seqnum=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=none]

Guide\_to\_reading\_MIVR\_logs\_for\_Telephony\_Issues\_-\_ICD\_Call\_Flow

	<p>num=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=m          61466: Jan 15 10:45:46.457 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19          CTI Port,id=6,implId=1904,active=false,state=IDLE] from 1800, and releasing udpPort 24680          61469: Jan 15 10:45:46.457 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19          com.cisco.jtapi.TermObservationEndedEvImpl received</p> <p><b><i>The execution of the application task ends with the End Step</i></b>          61470: Jan 15 10:45:46.457 CST %MIVR-ENG-7-UNK:Execute step of Task 19000000072 : ER</p> <p><b><i>CiscoTransferEndEv indicates success is true</i></b>          61471: Jan 15 10:45:46.457 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19          finalCall: (P1-rmjtap_1) GCID=(2,66342)-&gt;INVALID, consultCall: (P1-rmjtap_1) GCID=(2,6          transferStart: false          61472: Jan 15 10:45:46.457 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19          finalCall: (P1-rmjtap_1) GCID=(2,66342)-&gt;INVALID, consultCall: (P1-rmjtap_1) GCID=(2,6          transferStart: false          61473: Jan 15 10:45:46.457 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19          and final call 66342/2 is the same as the consult call, Transferred call in event (P1-rmjtap_1) GC</p>
<b>Release</b>	Release 7.0(1) onwards
<b>Associated CDETS #</b>	NA