

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

Problem Summary	Here's how we read the MIVR logs to understand a simple ICD call.
Error Message	NA
Possible Cause	NA
Recommended Action	<p>The ENG debugs and SS_TEL debugs are enabled in the below call flow</p> <p><i>Call is offered at the Routepoint</i> 60552: Jan 15 10:43:41.971 CST %MIVR-SS_TEL-7-UNK:Route Connection=[1800::1/(P1-rm) GCID=(2,66342)->ACTIVE]->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><i>Call is received in UCCX</i> 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><i>A CTI Port is selected for the call</i> 60557: Jan 15 10:43:41.971 CST %MIVR-SS_TEL-7-UNK:Route Connection: [1800::1/(P1-rm) GCID=(2,66342)->ACTIVE]->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><i>Call is associated with a CTI port. TP and session value is not null as it was in Call.received()</i> 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)->ACTIVE]->OFFERED has 2 current sessions active.</p> <p><i>Call is offered on the CTI port after being redirected to this CTI Port</i> 60561: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:CallID: 58, MediaID: 66342/2 CallC 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><i>Call is dropped at the Routepoint as it was redirected successfully to the CTI port</i> 60563: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:RP[num=1800], conn=[1800::1/(P1) GCID=(2,66342)->ACTIVE]->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: [P1-rmj tapi_1] 5336/1 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: [P1-rmj tapi_1] 5336/1 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: [P1-rmj tapi_1] 5336/1 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: [P1-rmj tapi_1] 5336/1 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: [P1-rmj tapi_1] 5336/1 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: [P1-rmj tapi_1] 5336/1 ConsultCallActive [#3701] Cause:106 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi_1) 5336/1 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 [Cause:501 CallCtlCause:0 CiscoCause:100 FeatReason:12, (P1-rmj tapi_1) 5336/1 TermConnActiveEv CTI_1904 [Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmj tapi_1) 5336/1 CallCtlTermConnTalkingEv CTI_1904 [Cause:100 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: [P1-rmj tapi_1] 5336/1 CallCtlConnDialingEv 1904: [#3708] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, (P1-rmj tapi_1) 5336/1 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: [P1-rmj tapi_1] 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) GC
 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><i>The execution of the application task ends with the End Step</i> 61470: Jan 15 10:45:46.457 CST %MIVR-ENG-7-UNK:Execute step of Task 19000000072 : ER</p> <p><i>CiscoTransferEndEv indicates success is true</i> 61471: Jan 15 10:45:46.457 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19 finalCall: (P1-rmjtap_i_1) GCID=(2,66342)->INVALID, consultCall: (P1-rmjtap_i_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_i_1) GCID=(2,66342)->INVALID, consultCall: (P1-rmjtap_i_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_i_1) GC</p>
Release	Release 7.0(1) onwards
Associated CDETS #	NA