

## IVR gets freezed when the calls are more than the actual ports and requires an engine restart for recovery

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| <b>Problem Summary</b>    | IVR gets freezed when the calls are more than the actual ports and requires an engine restart for recovery.   |
| <b>Error Message</b>      | <p>25778012: Nov 19 10:30:15.666<br/>IST %MIVR-SS_TEL-5-EXCEPTION:com.cisco.lang.InterruptedException:<br/><br/>No idle channels available in group 'Cisco CTI Port Group #0'; nested exception is:</p> <p>25778013: Nov 19 10:30:15.666 IST %MIVR-SS_TEL-5-EXCEPTION:<br/>com.cisco.lang.sync. AttemptInterruptedException: interrupted while allocating from<br/>[('Cisco Media Channel Group #0' &amp; 'IVR Ports')) &amp; 'Cisco CTI Port Group #0']; nested<br/>exception is:</p> <p>25778014: Nov 19 10:30:15.666 IST %MIVR-SS_TEL-5-EXCEPTION:<br/>com.cisco.lang.sync.AttemptTimeoutException: timed out allocating from [('Cisco Media<br/>Channel Group #0' &amp; 'IVR Ports')) &amp; 'Cisco CTI Port Group #0'];</p> |
| <b>Possible Cause</b>     | <p>Calls fail because there are no idle channels available for the new calls. However, the existing channels should get cleared after the drop in call volume.</p> <p>Check if there are enough number of channels created for Cisco Media in the Cisco Media Termination page of IVR appadmin(Subsystems--&gt;Cisco Media.</p> <p>If the above is verified, then the issue could be due to the CUCM 6.1.3 defect (CSCtb77537) in which Jtapi client disconnect event will not be sent to IVR to disconnect the port and can be fixed by installing 6.1.4.2225-1 patch.</p>   |
| <b>Recommended Action</b> | Apply fix for CUCM 6.1.3 defect - CSCtb77537 (install 6.1.4.2225-1 patch)   |
| <b>Release</b>            | 5.0 .   |
| <b>Associated CDETS #</b> | CUCM defect - CSCtb77537  |