

Intermittent Translation Route to VRU failure

Problem Summary	Intermittent Translation Route to VRU failure.
Error Message	<p>14521625: Feb 18 12:59:33.191 CST %MIVR-APP_MGR-7-STEP_FAILURE:Failure to execute a step: Application=App[name=TranslationRouting, type=Cisco ICM Translation-Routing,id=0,desc=TranslationRouting,enabled=true,max=49,valid=true,optional=[idleTime id=40000118918,Step id=111,Step Class=com.cisco.wf.steps.ivr.ConsultTransferStep, Step Description= Contact-- to WhereTo),Exception=com.cisco.contact.ContactInactiveException: Contact id: 56899, Char UNCAUGHT_EXCEPTION, Contact is in Aborted state; nested exception is: com.cisco.app.Application 40000118918, task no longer running; nested exception is:</p>
Possible Cause	<p>We do not currently support consult transfer scenario to be initiated from the IVR script (even though it first goes through the JTAPI gateway, the transfer doesn't complete until we received the which means UCCX/IVR is handling 2 independent calls without knowing they are related. When the tra call ends up scheduling a cleaning up of the call data context to occur sometime in the future which now RUN_SCRIPT_REQ.</p> <p>14521540: Feb 18 12:59:32.754 CST %MIVR-APP_MGR-7-EXECUTING_STEP:Executing a step: Application=App[name=TranslationRouting, type=Cisco ICM Translation-Routing,id=0,desc=TranslationRouting,enabled=true,max=49,valid=true,optional=[idleTime defaultScript=BasicQ.aef]],Task id=40000118918,Step id=111,Step Class=com.cisco.wf.steps.ivr.Consu Description=Call Consult Transfer (--Triggering Contact-- to WhereTo) 14521541: Feb 18 12:59:32.754 CST %MIVR-ENG-7-UNK:Execute step of Task 40000118917 : Call Consult Transfer (--Triggering Co 18 12:59:33.191 CST %MIVR-APP_MGR-7-STEP_FAILURE:Failure to execute a step: Application=App[name=TranslationRouting,type=Cisco ICM Translation-Routing,id=0,desc=Translatio =true,optional=[idleTimeout=10,defaultScript=BasicQ.aef]],Task id=40000118918,Step id=111,Step Class=com.cisco.wf.steps.ivr.ConsultTransferStep, Step Description=Call Consult Transfer (--Triggering WhereTo),Exception=com.cisco.contact.ContactInactiveException: Contact id: 56899, Channel id: 34, R UNCAUGHT_EXCEPTION, Contact is in Aborted state; nested exception is: com.cisco.app.Application 40000118918, task no longer running; nested exception is:</p> <p>This is happening when the atype is set to DIRECT as in the below logs. 14521585: Feb 18 12:59:33.082 CST %MIVR-SS_TEL-7-UNK:Call.aborted() JTAPICallContact[id=56899,implId=1007865/2,inbound= name=TranslationRouting,task=40000118918,session=34000053436,seq num=0,cn=7701,dn=7701,cgn= atype=DIRECT,lrd=null,ocn=7701,route=RP[num=7701],TP=7123]</p>
Recommended Action	If the transfer was initiated as a redirect request from ICM then this issue wouldn't occur (this is a possib
Release	Release all releases
Associated CDETS #	CSCsz89651.