

## Issues in JTAPI Port Recovery

<b>Problem Summary</b>	The JTAPI Port Recovery Thread might not be able to recover few CTI Ports sometimes
<b>Error Message</b>	MIVR-SS_TEL-4-RECOVERY_THRD_EXCEPTION:CTI Port Recovery fails due to unhandled exception:
<b>Possible Cause</b>	Depends on the Exception encountered by the Recovery Thread - one common reason is due to JTAPI not cleaning the active call from the port
<b>Recommended Action</b>	<p>Escalate to IPCBU JTAPI team with all relevant logs (MIVR,JTAPI Client and CCM traces) if its due to some PlatformException. Possible JTAPI Client defect: CSctb77537 339075: Nov 13 08:16:17.584</p> <p>MST %MIVR-SS_TEL-4-RECOVERY_THRD_EXCEPTION:CTI Port Recovery fails due to unhandled exception: Recovery Thread Name=MIVR_SS_TEL_RECOVERY_0_-50-0,Exception=com.cisco.jtapi.PlatformExceptionImpl: Active call exists on this address 339076: Nov 13 08:16:17.584</p> <p>MST %MIVR-SS_TEL-4-EXCEPTION:com.cisco.jtapi.PlatformExceptionImpl: Active call exists on this address</p>
<b>Release</b>	Release 7.0(1) onwards
<b>Associated CDETS #</b>	NA