

**JTAPI Exception during redirect, accept, answer, transfer request**

<b>Problem Summary</b>	An exception was thrown by JTAPI for a call control request from Unified CCX like redirect, accept, and
<b>Error Message</b>	CCNException printed in MIVR logs and JTAPI client traces
<b>Possible Cause</b>	The exception is thrown from JTAPI or CTI layer as the operation requested by Unified CCX could not be
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. In most cases, the exception would be due to an issue in JTAPI or CTI layer.</li> <li>2. Find the error code for the exception from the MIVR logs and check the resolution for this cause <a href="http://docwiki-dev.cisco.com/wiki/Troubleshooting_JTAPI_CCN_Exceptions">http://docwiki-dev.cisco.com/wiki/Troubleshooting_JTAPI_CCN_Exceptions</a>. Check if the resolution can fix the problem</li> <li>3. Enable and collect all the required traces as mentioned in: "<b>Tracing</b>" section of <a href="http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_8.0#Cisco_Unified">http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_8.0#Cisco_Unified</a></li> <li>4. The issue can be directly escalated to IPCBU JTAPI team most of the times</li> </ol> <p><b>For Example:</b>  <b>Exception during transfer completion</b>  4682 70982379: Dec 21 10:13:42.789 CET %MIVR-SS_TEL-7-UNK:CallID:51909 MediaId:2483706/2  RINGING  70982915: Dec 21 10:13:48.195 CET %MIVR-SS_TEL-7-UNK:CallID:51909 MediaId:2483706/2 Task  TALKING, it's in correct state to transfer  70982919: Dec 21 10:13:48.195 CET %MIVR-SS_TEL-7-UNK:CallID:51909 MediaId:2483706/2 Task  70982921: Dec 21 10:13:48.211 CET %MIVR-SS_TEL-3-CONSULT_FAILED:Consult failed: All Call  Task:49000069216,Extension=1404,Exception=com.cisco.jtapi.PlatformExceptionImpl: Transfer failed.  Partitioning Policy. Aborting <b>CallCTIERR_TRANSFERFAILED=0x8ccc000e</b>::Transfer failed (probab  or disconnected from the far end) - <b>In this case the exception is self explanatory. If the exception or th</b>  <b>IPCBU JTAPI team with all relevant logs</b></p>
<b>Release</b>	Release 7.0(1) onwards
<b>Associated CDETS #</b>	NA