

JTAPI Exception during redirect, accept, answer, transfer request

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