

JTAPI Exception during redirect, accept, answer, transfer request

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| Problem Summary | An exception was thrown by JTAPI for a call control request from Unified CCX like redirect, accept, and |
| 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 |
| 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 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 CallCTIERR_TRANSFERFAILED=0x8ccc000e:Transfer failed (probab or disconnected from the far end) - In this case the exception is self explanatory. If the exception or th IPCBU JTAPI team with all relevant logs</p> |
| Release | Release 7.0(1) onwards |
| Associated CDETS # | NA |