

**JTAPI provider goes out of service**

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| <b>Problem Summary</b>    | We notice that Unified CM Telephony is Out of service or calls to the route points fail.  |
| <b>Error Message</b>      | 1276: Dec 31 14:27:31.738 IST %MIVR-SS_TEL-6-JTAPI_PROVIDER_EVENT:JTAPI Provider state is changed: JTAPI provider name=10.78.93.241,Event=ProvOutOfServiceEv received   |
| <b>Possible Cause</b>     | Issue in JTAPI/CTI layer due to which the provider goes out of service midway. When this happens, all the CTI ports and routepoints will also go out of service and incoming calls will not be processed till the provider comes back into service  |
| <b>Recommended Action</b> | <p>Check if the provider comes back into service.</p> <p>1277: Dec 31 14:27:31.821 IST %MIVR-SS_TEL-6-JTAPI_PROVIDER_EVENT:JTAPI Provider state is changed: JTAPI provider name=10.78.93.241,Event=ProvInServiceEv received</p> <p>Escalate to IPCBU JTAPI team with all relevant logs to find out why the provider goes in and out of service.</p> |
| <b>Release</b>            | Release 7.0(1) onwards  |
| <b>Associated CDETS #</b> | NA  |