

Call Aborted due to Media Setup Failure

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| Problem Summary | Call aborted due to Media Setup Failure. |
| Error Message | WAIT_FOR_CALL_AND_MEDIA_ACTIVE_FAILED:Waiting for call and media active failed |
| Possible Cause | RTP events not received for the call after the call is answered |
| Recommended Action | <p>Call can fail if the media is not setup properly after the call is answered at the CTI Port. Collect the necessary traces and escalate to IPCBU JTAPI team</p> <pre> 36957218: Jan 05 15:33:41.500 EDT %MIVR-SS_TEL-7-UNK:Route Connection=[5556662100 Event= (P1-jtapiuser_1) 773392/4 CallCtlConnOfferedEv 5556662100:Internal [#4643532] Cau isMaster=true 36957220: Jan 05 15:33:41.500 EDT %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallConta name=Resepsionsist_Queue,task=null,session=null,seq num=-1,cn=5556662100,dn=5556662100,cgn=Unknown,ani=null,dnis=null,clid=null,atype=FO 36957223: Jan 05 15:33:41.500 EDT %MIVR-SS_TEL-7-UNK:Route Connection: [5556662100 selected: TP[id=48,implId=777050,state=IN_USE] 36957225: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:Call.associated() JTAPICallCon name=Resepsionsist_Queue,task=null,session=34000048054,seq num=0,cn=5556662100,dn=5556662100,cgn=Unknown,ani=null,dnis=null,clid=null,atype=FO 36957226: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:Route Connection: [5556662100 sessions active. 36957227: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:CallID: 2935, MediaID: 773392 5556662100 36957228: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:CallID:2935 MediaId:773392/4 CallCtlCause:0 CiscoCause:0 CiscoFeatureReason:12, events on the AddressCallObserver. 36957229: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:CallID: 2935, MediaID: 773392 36957230: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:Call.accepted() JTAPICallConta name=Resepsionsist_Queue,task=null,session=34000048054,seq num=0,cn=5556662100,dn=5556662100,cgn=Unknown,ani=null,dnis=null,clid=null,atype=FO 36957231: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:CallID:2935 MediaId:773392/4 [777050:Internal/(P1-jtapiuser_1) GCID=(4,773392)->ACTIVE]->ALERTING 36957232: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:CallID:2935 MediaId:773392/4 36957233: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:RP[num=5556662100], conn=[GCID=(4,773392)->ACTIVE]->DISCONNECTED, event=(P1-jtapiuser_1) 773392/4 CallCtlCo CiscoCause:0 CiscoFeatureReason:6, cause=CAUSE_NORMAL[100], meta=META_CALL_RI 36957237: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:Call.attributed() JTAPICallCont name=Resepsionsist_Queue,task=null,session=34000048054,seq num=0,cn=5556662100,dn=5556662100,cgn=Unknown,ani=null,dnis=null,clid=null,atype=FO 36957238: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:CallID:2935 MediaId:773392/4 36957279: Jan 05 15:33:41.781 EDT %MIVR-SS_TEL-7-UNK:CallID:2935 MediaId:773392/4 36957283: Jan 05 15:33:41.781 EDT %MIVR-SS_TEL-7-UNK:Call.answered() JTAPICallCont name=Resepsionsist_Queue,task=28000080154,session=34000048054,seq num=0,cn=5556662100,dn=5556662100,cgn=Unknown,ani=null,dnis=null,clid=null,atype=FO 36957298: Jan 05 15:33:41.844 EDT %MIVR-SS_TEL-7-UNK:CallID:2935 MediaId:773392/4 36957299: Jan 05 15:33:41.844 EDT %MIVR-SS_TEL-7-UNK:CallID:2935 MediaId:773392/4 36957313: Jan 05 15:33:46.844 EDT %MIVR-SS_TEL-7-UNK:CallID:2935 MediaId:773392/4 com.cisco.util.msgq.MsgQTimeoutException 36957342: Jan 05 15:33:46.844 EDT %MIVR-SS_TEL-7-UNK:CallID:2935 MediaId:773392/4 36957343: Jan 05 15:33:46.844 EDT %MIVR-SS_TEL-3-WAIT_FOR_CALL_AND_MEDIA ids=CallID:2935 MediaId:773392/4 Task:28000080154,Time Lapse=5000 </pre> |

Media_Setup_Failure

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| Release | Release 7.0(1) onwards |
| Associated CDETS # | NA |