

## Call Aborted due to Media Setup Failure

<b>Problem Summary</b>	Call aborted due to Media Setup Failure.
<b>Error Message</b>	WAIT_FOR_CALL_AND_MEDIA_ACTIVE_FAILED:Waiting for call and media active failed
<b>Possible Cause</b>	RTP events not received for the call after the call is answered
<b>Recommended Action</b>	<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> <p>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</p> <p>36957220: Jan 05 15:33:41.500 EDT %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallCont name=Resepsionsist_Queue,task=null,session=null,seq num=-1,cn=5556662100,dn=5556662100,cgn=Unknown,ani=null,dnis=null,clid=null,atype=FO</p> <p>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]</p> <p>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</p> <p>36957226: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:Route Connection: [5556662100 sessions active.</p> <p>36957227: Jan 05 15:33:41.719 EDT %MIVR-SS_TEL-7-UNK:CallID: 2935, MediaID: 773392/ 5556662100</p> <p>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.</p> <p>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() 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</p> <p>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)-&gt;ACTIVE]-&gt;ALERTING</p> <p>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)-&gt;ACTIVE]-&gt;DISCONNECTED, event=(P1-jtapiuser_1) 773392/4 CallCtlCo CiscoCause:0 CiscoFeatureReason:6, cause=CAUSE_NORMAL[100], meta=META_CALL_RI</p> <p>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</p> <p>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</p> <p>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 <b>com.cisco.util.msgq.MsgQTimeoutException</b></p> <p>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</p>

Media\_Setup\_Failure

<b>Release</b>	Release 7.0(1) onwards
<b>Associated CDETS #</b>	NA