

Multiple transfer failures

Problem Summary	Sometimes when UCCX attempts to transfer a call to an agent, the transfer could fail repeatedly and after the max attempts (usually 5), the call is aborted with this error.
Error Message	MIVR-SS_TEL-3-MULT_XFER_FAIL:Multiple transfer failures: All Call ids=CallID:21592 MediaId:751838/2 Task:23000050675
Possible Cause	Due to some issue, transfer to agent is not successful
Recommended Action	<p>If the call has also received a CallCtlConnFailedEv then please take a look at: http://docwiki-dev.cisco.com/wiki/Call_fails_with_CallCtlConnFailed_event An example for this is:</p> <p>53779386: Feb 05 13:29:25.124 EDT %MIVR-SS_TEL-7-UNK:CallID:32021 MediaId:1852519/3 Task:28000113383, CallCtlConnFailed, Inbound call, callctl cause:101, 53786050: Feb 05 13:35:27.602 EDT %MIVR-SS_TEL-7-UNK:CallID:32039 MediaId:1852580/3 Task:28000113406, transfer(5555210005, 20000, ACKNOWLEDGED) 53787841: Feb 05 13:37:03.120 EDT %MIVR-SS_TEL-3-CALL_CONTROL_INVALID_STATE:Invalid state for Call Control operation: All Call ids=CallID:32045 MediaId:1852 53787865: Feb 05 13:37:03.120 EDT %MIVR-SS_TEL-7-UNK:Call.transferFailed(5555220007, UNKNOWN) JTAPICallContact[id=32045,implId=1852580/3,state=STATE_ANSWE . . 53788360: Feb 05 13:37:03.151 EDT %MIVR-SS_TEL-3-MULT_XFER_FAIL:Multiple transfer failures: All Call ids=CallID:32045 MediaId:1852580/3 Task:28000113414 53788362: Feb 05 13:37:03.151 EDT %MIVR-APP_MGR-3-TASK_ABORTED:Application task aborted: Application=App[name=HOTLINE_QUEUE,type=Cisco Script Application, 53788408: Feb 05 13:37:03.151 EDT %MIVR-APP_MGR-6-ABORTING_CONTACT:Aborting contact: Application=HOTLINE_QUEUE,Task id=28000113414,Contact id=32045,Contac</p> <p>Otherwise, escalate to IPCBU JTAPI team with relevant logs to understand the cause of transfer failure</p> <p>21472155: Jan 18 15:25:24.532 EST %MIVR-SS_TEL-7-UNK:Call.transferFailed(538390, UNKNOWN) JTAPICallContact[id=21592,implId=751838/2,state=STATE_ANSWERED_IDX,inbound=true,App name=custsvc,task=23000050675,session=910000022822,seq num=0,cn=8111,dn=8111, 21472347: Jan 18 15:25:24.548 EST %MIVR-SS_TEL-7-UNK:Call.transferFailed(538390, UNKNOWN) JTAPICallContact[id=21592,implId=751838/2,state=STATE_ANSWERED_IDX,inbound=true,App name=custsvc,task=23000050675,session=910000022822,seq num=0,cn=8111,dn=8111, 21472614: Jan 18 15:25:24.563 EST %MIVR-SS_TEL-3-MULT_XFER_FAIL:Multiple transfer failures: All Call ids=CallID:21592 MediaId:751838/2 Task:23000050675 21472616: Jan 18 15:25:24.563 EST %MIVR-APP_MGR-3-TASK_ABORTED:Application task aborted: Application=App[name=custsvc,type=Cisco Script Application,id=1,desc=Customer Service,enabled=true,max=16,valid=true,cfg=[ApplicationConfig[schema=ApplicationConf Reason: UNCAUGHT_EXCEPTION, Too many transfer failures; nested exception is:</p>

Multiple_transfer_failures

Release	Release 7.0(1) onwards
Associated CDETS #	NA