

Null or Default Application Task

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| Problem Summary | Null or Default Application Task is loaded for the call. |
| Error Message | <p>Sometimes in Call.attributed we may notice that the App name=null</p> <p>Call.attributed() JTAPICallContact[id=0,implId=6937/1,state=STATE_ATTRIBUTED_IDX,inbound=true,App name=null,task=null,session=21000000001,seq</p> <p>If APP_MGR debugs are enabled we may notice that the default task is loaded as the correct task could not be loaded MIVR-APP_MGR-7-DFLT_TASK_INIT:Default application task initializing: Application=null,Application MIVR-APP_MGR-7-DFLT_TASK_STARTING:Default application task starting: Application=null,Application MIVR-APP_MGR-7-DFLT_TASK_ENDED:Default application task ended: Application=null, MIVR-APP_MGR-7-ABORTING_CONTACT:Aborting contact: Application=null,Task id=22000000025,Contact id=19,Contact</p> |
| Possible Cause | <p>There may have been an error when the application was first being loaded by the engine during engine start.</p> <p>This may have been due to some error reading DB to initialize the Route point MIVR-SS_TEL-3-UNABLE_LOAD_APP:Unable to load Application: Application=icd,Failure reason=fails to get application from app manager,Route Address=5100,Application Id=null,Exception=com.cisco.app.InvalidApplicationException: failed to load configuration; nested exception is: MIVR-SS_TEL-3-UNABLE_LOAD_APP:Unable to load Application: Application=153icd_rg1,Failure reason=fails to get application from app manager,Route Address=1072,Application Id=null,Exception=com.cisco.app.InvalidApplicationException: failed to load configuration; nested exception is: com.cisco.config.ConfigException: DB_ACCESS_ERROR; nested exception is: com.cisco.database.DBNotReadyException: Database Manager-CRS Config Datastore is not IN_SERVICE for getConnection</p> |
| Recommended Action | <p>Data resync should fix this issue. Engine restart can also fix this issue If the issue is not fixed or to understand the cause for failure to load the application the first time, this can be escalated to Unified CCX Engine/DB team.</p> |
| Release | Release 7.0(1) onwards |
| Associated CDETS # | NA |