

**Possible Issues in an ICD call flow**

|                           |  |
|---------------------------|--|
| <b>Problem Summary</b>    | Here we take a look at a simple ICD call and identify the various points in the call flow where we could help you look through the call flow of your call and identify the cause of the failure with the help of this  |
| <b>Error Message</b>      | NA   |
| <b>Possible Cause</b>     | NA   |
| <b>Recommended Action</b> | <p><b>If the call fails due to some issue in Telephony then you are requested to go through the logs that occurs and then use this tip to pin point the failure and the resolution for the same.</b></p> <p><i><b>Call is offered at the Routepoint</b></i><br/>60552: Jan 15 10:43:41.971 CST %MIVR-SS_TEL-7-UNK:Route Connection=[1800::1/(P1-rmjtapi_1) 66342/2 CallCtlCause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, cause=100, metacode=129, isMaster=tr</p> <p><i><b>Call is received in UCCX</b></i><br/>60554: Jan 15 10:43:41.971 CST %MIVR-SS_TEL-7-UNK:Call.received()<br/>JTAPICallContact[id=58,implId=66342/2,state=STATE_RECEIVED_IDX,inbound=true,AppName=HelpDesk,task=null,session=null,seqnum=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nr</p> <p><i><b>GOTO: Call is rejected as soon as it is received by Unified CCX section under <a href="http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_8.0#Identifying">http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips for Unified CCX 8.0#Identifying</a></b></i></p> <p><i><b>A CTI Port is selected for the call</b></i><br/>60557: Jan 15 10:43:41.971 CST %MIVR-SS_TEL-7-UNK:Route Connection: [1800::1/(P1-rmjtapi_1) 66342/2 CallCtlCause:0 CiscoCause:31 FeatReason:12, (P1-rmjtapi_1) 66342/2 ConnCreatedEv 1800: [#3622] Cause: FeatReason:12, (P1-rmjtapi_1) 66342/2 CallCtlConnOfferedEv 1800: [#3623] Cause:100 CallCtlCause: FeatReason:12, (P1-rmjtapi_1) 66342/2 ConnCreatedEv 2108846343: [#3624] Cause:100 CallCtlCause: FeatReason:12, (P1-rmjtapi_1) 66342/2 ConnConnectedEv 2108846343: [#3625] Cause:100 CallCtlCause: FeatReason:12, (P1-rmjtapi_1) 66342/2 CallCtlConnEstablishedEv 2108846343: [#3626] Cause:100 CallCtlCause: FeatReason:12, (P1-rmjtapi_1) 66342/2 ConnCreatedEv 1904: [#3627] Cause:100 CallCtlCause: events on the AddressCallObserver.</p> <p><i><b>GOTO: "Call is not offered on the CTI Port" section under <a href="http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_8.0#Identifying">http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips for Unified CCX 8.0#Identifying</a></b></i></p> <p><i><b>Call is associated with a CTI port. TP and session value is not null as it was in Call.received()</b></i><br/>60559: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:Call.associated()<br/>JTAPICallContact[id=58,implId=66342/2,state=STATE_RECEIVED_IDX,inbound=true,AppName=HelpDesk,task=null,session=10000000060,seqnum=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nr</p> <p>60560: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:Route Connection: [1800::1/(P1-rmjtapi_1) 66342/2 CallCtlCause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, cause=100, metacode=129, isMaster=tr</p> <p><i><b>Call is offered on the CTI port after being redirected to this CTI Port</b></i><br/>60561: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:CallID: 58, MediaID: 66342/2 CallID: 66342/2, Port: 1904, lastRedirectedAddress: 1800<br/>60562: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK: Got (P1-rmjtapi_1) 66342/2 ConnIn</p> |

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CallCtlCause:0 CiscoCause:0 FeatReason:6, (P1-rmjtap1\_1) 66342/2 CallCtlConnOfferedEv 1904  
CiscoCause:0 FeatReason:6, events on the AddressCallObserver.

### ***Call is dropped at the Routepoint as it was redirected successfully to the CTI port***

60563: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:RP[num=1800], conn=[1800::1/(P1-1904-1904) GCID=(2,66342)->ACTIVE]->DISCONNECTED, event=(P1-rmjtap1\_1) 66342/2 CallCtlConnOfferedEv Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:6, cause=CAUSE\_NORMAL[100], meta=META\_CALL\_REMOVING\_PARTY[131]  
60564: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Got (P1-1904-1904) CallObservationEndedEv [#3642] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, event=

**If the call is rejected before it can be accepted at the CTI port,  
GOTO: "*Call is rejected after it is offered on the CTI Port*" section under  
[http://docwiki-dev.cisco.com/wiki/Troubleshooting\\_Tips\\_for\\_Unified\\_CCX\\_8.0#Identifying](http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_8.0#Identifying)**

### ***Call is accepted at the CTI port***

60568: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:CallID: 58, MediaID: 66342/2 Accepted on CTI Port: 1904, ciscoCause=0

### ***Call state is changed to accepted***

60569: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:Call.accepted()  
JTAPICallContact[id=58,implId=66342/2,state=STATE\_ACCEPTED\_IDX,inbound=true,AppName=HelpDesk,task=null,session=10000000060,seqnum=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null]

### ***Call rings at the CTI port***

60570: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2, Terminal is RINGING, [1904::1/(P1-rmjtap1\_1) GCID=(2,66342)->ACTIVE]->ALERTING  
60571: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 com.cisco received

**GOTO: "*Issues invoking Application Task*" section under  
[http://docwiki-dev.cisco.com/wiki/Troubleshooting\\_Tips\\_for\\_Unified\\_CCX\\_8.0#Identifying](http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_8.0#Identifying)**

### ***An application task is created for the call and the call is associated with a task ID***

60572: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:Call.attributed()  
JTAPICallContact[id=58,implId=66342/2,state=STATE\_ATTRIBUTED\_IDX,inbound=true,AppName=HelpDesk,task=null,session=10000000060,seqnum=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null]  
60573: Jan 15 10:43:41.987 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19000000072

### ***The application task starts executing***

60596: Jan 15 10:43:41.987 CST %MIVR-ENG-7-UNK:Execute step of Task 19000000072 : Start

### ***The application task executes the Accept Step to answer the call at the CTI Port***

60620: Jan 15 10:43:43.987 CST %MIVR-ENG-7-UNK:Execute step of Task 19000000072 : Answer

### ***Call on the CTI port is active***

60623: Jan 15 10:43:44.002 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19000000072  
Terminal: CTI\_1904 is ACTIVE

### ***Call state is changed to answered***

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60625: Jan 15 10:43:44.002 CST %MIVR-SS\_TEL-7-UNK:Call.answered()  
JTAPICallContact[id=58,implId=66342/2,state=STATE\_ANSWERED\_IDX,inbound=true,App  
name=HelpDesk,task=19000000072,session=10000000060,seq  
num=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu

**After the call is answered, if CallCtlConnFailed is received with cause 107,**

**GOTO: [http://docwiki-dev.cisco.com/wiki/Codec\\_Mismatch\\_between Caller and CTI\\_Port](http://docwiki-dev.cisco.com/wiki/Codec_Mismatch_between Caller and CTI_Port)**

**At any point during the call, if CallCtlConnFailed is received any cause,**

**GOTO: [http://docwiki-dev.cisco.com/wiki/Call\\_fails\\_with\\_CallCtlConnFailed\\_event](http://docwiki-dev.cisco.com/wiki/Call_fails_with_CallCtlConnFailed_event)**

**CiscoMediaOpenLogicalChannelEv is received for the call for which UCCX will setRTPParam**

60621: Jan 15 10:43:44.002 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
com.cisco.jtapi.CiscoMediaOpenLogicalChannelEvImpl received

**Following CiscoMediaOpenLogicalChannelEv, if either CiscoRTPOutputStartedEv or CiscoRTPInputStartedEv is received for the call,**

**GOTO: [http://docwiki-dev.cisco.com/wiki/Media\\_Setup\\_Failure](http://docwiki-dev.cisco.com/wiki/Media_Setup_Failure)**

**Media is being set up for the call at the CTI Port. CiscoRTPOutputStartedEv is received**

60622: Jan 15 10:43:44.002 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
com.cisco.jtapi.CiscoRTPOutputStartedEvImpl received

**CiscoRTPInputStartedEv is received. Media is now set up for the call at the CTI Port.**

60641: Jan 15 10:43:44.002 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
com.cisco.jtapi.CiscoRTPInputStartedEvImpl received

**Select Resource Step is executed and an agent is selected by RmCm subsystem to handle this call**

60703: Jan 15 10:43:50.893 CST %MIVR-ENG-7-UNK:Execute step of Task 19000000072 : Se  
from CSQ)

**Consult Transfer to the agent extension 52925 begins**

61085: Jan 15 10:45:42.816 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
ACKNOWLEDGED)

**The call is put on hold at the CTI port and so CiscoRTPInputStoppedEv is received**

61086: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
com.cisco.jtapi.CiscoRTPInputStoppedEvImpl received

**The call is put on hold at the CTI port and so CiscoRTPOutputStoppedEv is received**

61087: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
com.cisco.jtapi.CiscoRTPOutputStoppedEvImpl received

**The call on the CTI port goes on hold**

61088: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
Terminal: CTI\_1904 is HELD

**A consult call is created**

61089: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
5336/1 ConsultCallActive [#3701] Cause:106 CallCtlCause:0 CiscoCause:501 FeatReason:12, (1  
1904: [#3702] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmjtap1\_1) 5336/1  
Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmjtap1\_1) 5336/1 CallCtlConnI  
CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmjtap1\_1) 5336/1 TermConnCreatedEv CTI  
CallCtlCause:0 CiscoCause:100 FeatReason:12, (P1-rmjtap1\_1) 5336/1 TermConnActiveEv CTI

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CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmjtap1\_1) 5336/1 CallCtlTermConnTalkingEv 1904: [#3701] Cause:106 CallCtlCause:0 CiscoCause:501 FeatReason:12, events on the AddressCallObserver.  
61090: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 ConsultCallActive [#3701] Cause:106 CallCtlCause:0 CiscoCause:501 FeatReason:12, events on the AddressCallObserver.  
61091: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 ConnCreatedEv 1904: [#3702] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, events on the AddressCallObserver.  
61092: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 ConnConnectedEv 1904: [#3703] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, events on the AddressCallObserver.  
61093: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 CallCtlConnInitiatedEv 1904: [#3704] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, events on the AddressCallObserver.  
61094: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 TermConnCreatedEv CTI\_1904 [#3705] Cause:501 CallCtlCause:0 CiscoCause:501 FeatReason:12, events on the AddressCallObserver.  
61095: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 TermConnActiveEv CTI\_1904 [#3706] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, events on the AddressCallObserver.  
61096: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 CallCtlTermConnTalkingEv CTI\_1904 [#3707] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, events on the AddressCallObserver.  
61097: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 5336/1 CallCtlConnDialingEv 1904: [#3708] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.  
61098: Jan 15 10:45:42.832 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 CallCtlConnDialingEv 1904: [#3708] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.  
61099: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 5336/1 CallCtlConnEstablishedEv 1904: [#3709] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.  
61100: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 CallCtlConnEstablishedEv 1904: [#3709] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.  
61101: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 ConnCreatedEv 52925: [#3710] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.  
61102: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 5336/1 ConnInProgressEv 52925: [#3711] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.  
61103: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 CallCtlConnOfferedEv 52925: [#3712] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.  
61104: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 ConnInProgressEv 52925: [#3711] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.

### *The consult call is offered at the agent extension*

61104: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 CallCtlConnOfferedEv 52925: [#3712] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.

### **GOTO: [http://docwiki-dev.cisco.com/wiki/Consult\\_call\\_fails\\_with\\_RESOURCE\\_BUSY](http://docwiki-dev.cisco.com/wiki/Consult_call_fails_with_RESOURCE_BUSY)**

### *The consult call is ringing at the agent extension*

61129: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 5336/1 ConnAlertingEv 52925: [#3725] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.  
61130: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 CallCtlConnAlertingEv 52925: [#3726] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.  
61131: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 ConnAlertingEv 52925: [#3725] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.  
61132: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1\_1) 5336/1 CallCtlConnAlertingEv 52925: [#3726] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events on the AddressCallObserver.

### **RINGING**

61133: Jan 15 10:45:42.848 CST %MIVR-SS\_TEL-7-UNK:Call.transferStarted(52925) JTAPICallContact[id=58,implId=66342/2,state=STATE\_ANSWERED\_IDX,inbound=true,AppName=HelpDesk,task=19000000072,session=10000000060,seq=10000000060]

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num=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu

**If Consult Call is not answered, ConsultCallObserver TALKING is not seen for the call, GOTO: "*Consult Call is not answered at agent extension*" section under [http://docwiki-dev.cisco.com/wiki/Troubleshooting\\_Tips\\_for\\_Unified\\_CCX\\_8.0#Identifying](http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_8.0#Identifying)**

### *The consult call is answered by the agent*

61325: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342 (P1-rmjtap1\_1) 5336/1 ConnConnectedEv 52925: [#3788] Cause:100 CallCtlCause:0 CiscoCause:

61326: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19 5336/1 ConnConnectedEv 52925: [#3788] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason: CallCtlConnEstablishedEv 52925: [#3789] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason: AddressCallObserver.

61327: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342 (P1-rmjtap1\_1) 5336/1 CallCtlConnEstablishedEv 52925: [#3789] Cause:100 CallCtlCause:0 Cis

61333: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19

**TALKING** - CallCtlConnEstablished, [52925::1/(P1-rmjtap1\_1) GCID=(1,5336)->ACTIVE]->E

61335: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19 TALKING, it's in correct state to transfer

61336: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19 ConsultCallObserver():Received msg from original call Interrupted

61337: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342 (P1-rmjtap1\_1) 5336/1 CallObservationEndedEv [#3790] Cause:100 CallCtlCause:0 CiscoCause:

### *Telephony Subsystem tries to complete transfer between the main and consult calls*

61338: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19 consultCall)

61339: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19 5336/1 CiscoTermConnSelectChangedEv CTI\_1904 [#3792] Cause:100 CallCtlCause:0 CiscoC AddressCallObserver.

### **If there are any JTAPI exceptions during transfer completion,**

**GOTO: [http://docwiki-dev.cisco.com/wiki/JTAPI\\_Exception\\_during\\_redirect%2C\\_accept](http://docwiki-dev.cisco.com/wiki/JTAPI_Exception_during_redirect%2C_accept)**

GOTO: [http://docwiki-dev.cisco.com/wiki/Multiple\\_transfer\\_failures#Multiple\\_transfer\\_failures](http://docwiki-dev.cisco.com/wiki/Multiple_transfer_failures#Multiple_transfer_failures)

### *CiscoTransferStartEv is received to mark the beginning of transfer completion*

61340: Jan 15 10:45:46.442 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19 66342/2 CiscoTransferStartEv [#3793] Cause:100 CallCtlCause:0 CiscoCause:129 FeatReason:2

61418: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19 5336/1 ConnDisconnectedEv 52925: [#3819] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason: CallCtlConnDisconnectedEv 52925: [#3820] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason: AddressCallObserver.

61428: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19 5336/1 TermConnDroppedEv CTI\_1904 [#3821] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason: CallCtlTermConnDroppedEv CTI\_1904 [#3822] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason: ConnDisconnectedEv 1904: [#3823] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2, (P1) CallCtlConnDisconnectedEv 1904: [#3824] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason: CallInvalidEv [#3825] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2, events on the Ad

61439: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19 5336/1 CallObservationEndedEv [#3826] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:1 AddressCallObserver.

61454: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19

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66342/2 CiscoTransferEndEv [#3834] Cause:100 CallCtlCause:0 CiscoCause:129 FeatReason:2  
61455: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
66342/2 CallObservationEndedEv [#3835] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:  
AddressCallObserver.

61457: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:Call.transferAnswered(52925)  
JTAPICallContact[id=58,implId=66342/2,state=STATE\_ANSWERED\_IDX,inbound=true,App  
name=HelpDesk,task=1900000072,session=null,seq

num=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nr  
61458: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:Call.transferring(52925)  
JTAPICallContact[id=58,implId=66342/2,state=STATE\_ANSWERED\_IDX,inbound=true,App  
name=HelpDesk,task=1900000072,session=null,seq

**GOTO: [http://docwiki-dev.cisco.com/wiki/Transfer\\_does\\_not\\_receive\\_CiscoTransferEndEv](http://docwiki-dev.cisco.com/wiki/Transfer_does_not_receive_CiscoTransferEndEv)**

***CiscoTransferEndEv is received to mark the end of transfer completion***

61459: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
event on the AddressCallObserver, posting it to InCallObserver. Port.this.transferStart = true

61460: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
and final call 66342/2 is the same as the consult call, Transferred call in event (P1-rmjtap\_i\_1) GC

61461: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
event on the AddressCallObserver, posting it to InCallObserver. Port.this.transferStart = true

**GOTO: [http://docwiki-dev.cisco.com/wiki/Could\\_not\\_meet\\_post\\_conditions\\_of\\_call.transfer](http://docwiki-dev.cisco.com/wiki/Could_not_meet_post_conditions_of_call.transfer)**

***The call is transferred to the agent. The main call goes out of the Telephony provider and it is provider***

61462: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
TermConnDroppedEv, meta code:134, cause code:100

61463: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
Terminal: CTI\_1904 is DROPPED, 66342/2, call transferring, Redirecting:false

61464: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:Call.abandoned() - transferring  
JTAPICallContact[id=58,implId=66342/2,state=STATE\_ANSWERED\_IDX,inbound=true,App  
name=HelpDesk,task=1900000072,session=null,seq

num=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nr  
61465: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:Call.transferred(52925) - transferrin

JTAPICallContact[id=58,implId=66342/2,state=STATE\_TRANSFERRED\_IDX,inbound=true,A  
name=HelpDesk,task=1900000072,session=null,seq

num=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nr  
61466: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
CTI Port,id=6,implId=1904,active=false,state=IDLE] from 1800, and releasing udpPort 24680

61469: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
com.cisco.jtapi.TermObservationEndedEvImpl received

***The execution of the application task ends with the End Step***

61470: Jan 15 10:45:46.457 CST %MIVR-ENG-7-UNK:Execute step of Task 1900000072 : Er

**If transfer success is false,**

**GOTO: [http://docwiki-dev.cisco.com/wiki/Transfer\\_success\\_is\\_false](http://docwiki-dev.cisco.com/wiki/Transfer_success_is_false)**

***CiscoTransferEndEv indicates success is true***

61471: Jan 15 10:45:46.457 CST %MIVR-SS\_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19  
finalCall: (P1-rmjtap\_i\_1) GCID=(2,66342)->INVALID, consultCall: (P1-rmjtap\_i\_1) GCID=(2,6

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|                           |  |
|---------------------------|--|
|                           | <p>transferStart: false<br/>         61472: Jan 15 10:45:46.457 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19<br/>         finalCall: (P1-rmjtapi_1) GCID=(2,66342)-&gt;INVALID, consultCall: (P1-rmjtapi_1) GCID=(2,66342)<br/>         transferStart: false<br/>         61473: Jan 15 10:45:46.457 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19<br/>         and final call 66342/2 is the same as the consult call, Transferred call in event (P1-rmjtapi_1) GCID=(2,66342)</p> |
| <b>Release</b>            | Release 7.0(1) onwards   |
| <b>Associated CDETS #</b> | NA   |