Possible Issues in an ICD call flow

Problem Summary	Here we take a look at a simple ICD call and identify the various points in the call flow where we could e help you look through the call flow of your call and identify the cause of the failure with the help of this
Error Message	NA
Possible Cause	NA
Recommended Action	**If the call fails due to some issue in Telephony then you are requested to go through the log occurs and then use this tip to pin point the failure and the resolution for the same.** ***Call is offered at the Routepoint*** 60552: Jan 15 10:43:41.971 CST %MIVR-SS_TEL-7-UNK:Route Connection=[1800::1/(P1-rmj GCID=(2,66342)->ACTIVE]->OFFERED, reason=1, Event= (P1-rmjtapi_1) 66342/2 CallCtlCo Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, cause=100, metacode=129, isMaster=tr ***Call is received in UCCX*** 60554: Jan 15 10:43:41.971 CST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=58,implId=66342/2,state=STATE_RECEIVED_IDX,inbound=true,App name=HelpDesk,task=null,session=null,seq num=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu **GOTO:** ***Call is rejected as soon as it is received by Unified CCX*** **section under** **http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_8.0#Identifyin** ***A CTI Port is selected for the call*** 60557: Jan 15 10:43:41.971 CST %MIVR-SS_TEL-7-UNK:Route Connection: [1800::1/(P1-rmj GCID=(2,66342)->ACTIVE]->OFFERED, CTI Port selected: TP[id=6,implId=1904,state=IN_U 60558: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK: Got (P1-rmjtapi_1) 66342/2 CallAc CallCtlCause:0 CiscoCause:31 FeatReason:12, (P1-rmjtapi_1) 66342/2 ConnCreatedEv 1800: [# CiscoCause:31 FeatReason:12, (P1-rmjtapi_1) 66342/2 ConnInProgressEv 1800: [#3622] Cause FeatReason:12, (P1-rmjtapi_1) 66342/2 CallCtlConnOfferedEv 1800: [#3623] Cause:100 CallCt FeatReason:12, (P1-rmjtapi_1) 66342/2 ConnCreatedEv 2108846343: [#3624] Cause:100 CallCt FeatReason:12, (P1-rmjtapi_1) 66342/2 ConnConnectedEv 2108846343: [#3625] Cause:100 Cal FeatReason:12, (P1-rmjtapi_1) 66342/2 CallCtlConnEstablishedEv 2108846343: [#3626] Cause FeatReason:12, (P1-rmjtapi_1) 66342/2 ConnCreatedEv 1904: [#3627] Cause:100 CallCtlCause events on the AddressCallObserver. **GOTO:** ***"Call is not offered on the CTI Port"*** **section under** **http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_8.0#Identifyin** ***Call is associated with a CTI port. TP and session value is not null as it was in Call.received()*** 60559: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:Call.associated() JTAPICallContact[id=58,implId=66342/2,state=STATE_RECEIVED_IDX,inbound=true,App name=HelpDesk,task=null,session=10000000060,seq num=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu 60560: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:Route Connection: [1800::1/(P1-rmj GCID=(2,66342)->ACTIVE]->OFFERED has 2 current sessions active. ***Call is offered on the CTI port after being redirected to this CTI Port*** 60561: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:CallID: 58, MediaID: 66342/2 CallC Port: 1904, lastRedirectedAddress: 1800 60562: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK: Got (P1-rmjtapi_1) 66342/2 ConnI

CallCtlCause:0 CiscoCause:0 FeatReason:6, (P1-rmjtapi_1) 66342/2 CallCtlConnOfferedEv 190
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
GCID=(2,66342)->ACTIVE]->DISCONNECTED, event=(P1-rmjtapi_1) 66342/2 CallCtlConnI
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
CallObservationEndedEv [#3642] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, even

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#Identifyin

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 Acce
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,App
name=HelpDesk,task=null,session=10000000060,seq
num=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu

Call rings at the CTI port
60570: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2, Termin
is RINGING, [1904::1/(P1-rmjtapi_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.cis
received

GOTO: *"Issues invoking Application Task"* section under
http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_8.0#Identifyin

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,Ap
name=HelpDesk,task=null,session=10000000060,seq
num=0,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu
60573: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19
19000000072

The application task starts executing
60596: Jan 15 10:43:41.987 CST %MIVR-ENG-7-UNK:Execute step of Task 19000000072 : St

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 : Ac

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:19
Terminal: CTI_1904 is ACTIVE

Call state is changed to answered

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*
At any point during the call , if CallCtlConnFailed is received any cause,
GOTO: *http://docwiki-dev.cisco.com/wiki/Call_fails_with_CallCtlConnFailed_event*

CiscoMediaOpenLogicalChannelEv is received for the call for which UCCX will setRTPParan
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 Cisc
received for the call,
GOTO: *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 c
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, (
1904: [#3702] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmjtapi_1) 5336/
Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmjtapi_1) 5336/1 CallCtlConnI
CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmjtapi_1) 5336/1 TermConnCreatedEv CT
CallCtlCause:0 CiscoCause:100 FeatReason:12, (P1-rmjtapi_1) 5336/1 TermConnActiveEv CTI

CallCtlCause:0 CiscoCause:501 FeatReason:12, (P1-rmjtapi_1) 5336/1 CallCtlTermConnTalkin
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
(P1-rmjtapi_1) 5336/1 ConsultCallActive [#3701] Cause:106 CallCtlCause:0 CiscoCause:501 Fe
61091: Jan 15 10:45:42.832 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 ConnCreatedEv 1904: [#3702] Cause:100 CallCtlCause:0 CiscoCause:50
61092: Jan 15 10:45:42.832 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 ConnConnectedEv 1904: [#3703] Cause:100 CallCtlCause:0 CiscoCause:
61093: Jan 15 10:45:42.832 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 CallCtlConnInitiatedEv 1904: [#3704] Cause:100 CallCtlCause:0 CiscoC
61094: Jan 15 10:45:42.832 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 TermConnCreatedEv CTI_1904 [#3705] Cause:501 CallCtlCause:0 Cisco
61095: Jan 15 10:45:42.832 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 TermConnActiveEv CTI_1904 [#3706] Cause:100 CallCtlCause:0 Cisco
61096: Jan 15 10:45:42.832 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 CallCtlTermConnTalkingEv CTI_1904 [#3707] Cause:100 CallCtlCause:
61097: Jan 15 10:45:42.832 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19
5336/1 CallCtlConnDialingEv 1904: [#3708] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReas
AddressCallObserver.
61098: Jan 15 10:45:42.832 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 CallCtlConnDialingEv 1904: [#3708] Cause:100 CallCtlCause:0 CiscoCa
61099: Jan 15 10:45:42.848 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19
5336/1 CallCtlConnEstablishedEv 1904: [#3709] Cause:100 CallCtlCause:0 CiscoCause:0 FeatR
ConnCreatedEv 52925: [#3710] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, events
61100: Jan 15 10:45:42.848 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 CallCtlConnEstablishedEv 1904: [#3709] Cause:100 CallCtlCause:0 Cisc
61101: Jan 15 10:45:42.848 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 ConnCreatedEv 52925: [#3710] Cause:100 CallCtlCause:0 CiscoCause:0
61102: Jan 15 10:45:42.848 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19
5336/1 ConnInProgressEv 52925: [#3711] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:
CallCtlConnOfferedEv 52925: [#3712] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12,
61103: Jan 15 10:45:42.848 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 ConnInProgressEv 52925: [#3711] Cause:100 CallCtlCause:0 CiscoCaus

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
(P1-rmjtapi_1) 5336/1 CallCtlConnOfferedEv 52925: [#3712] Cause:100 CallCtlCause:0 CiscoC

GOTO: ***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:19
5336/1 ConnAlertingEv 52925: [#3725] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12
CallCtlConnAlertingEv 52925: [#3726] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12
61130: Jan 15 10:45:42.848 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 ConnAlertingEv 52925: [#3725] Cause:100 CallCtlCause:0 CiscoCause:0
61131: Jan 15 10:45:42.848 CST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:58 MediaId:66342
(P1-rmjtapi_1) 5336/1 CallCtlConnAlertingEv 52925: [#3726] Cause:100 CallCtlCause:0 Cisco
61132: Jan 15 10:45:42.848 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19
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,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

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#Identifyin

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-rmjtapi_1) 5336/1 ConnConnectedEv 52925: [#3788] Cause:100 CallCtlCause:0 CiscoCaus
61326: Jan 15 10:45:46.442 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1
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-rmjtapi_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:1
TALKING - CallCtlConnEstablished, [52925::1/(P1-rmjtapi_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:1
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:1
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-rmjtapi_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:1
consultCall)
61339: Jan 15 10:45:46.442 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1
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

GOTO: 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:1
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:1
5336/1 ConnDisconnectedEv 52925: [#3819] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReas
CallCtlConnDisconnectedEv 52925: [#3820] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReas
AddressCallObserver.
61428: Jan 15 10:45:46.457 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1
5336/1 TermConnDroppedEv CTI_1904 [#3821] Cause:100 CallCtlCause:0 CiscoCause:0 FeatR
CallCtlTermConnDroppedEv CTI_1904 [#3822] Cause:100 CallCtlCause:0 CiscoCause:0 FeatR
ConnDisconnectedEv 1904: [#3823] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:2, (P1
CallCtlConnDisconnectedEv 1904: [#3824] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReaso
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:1
5336/1 CallObservationEndedEv [#3826] Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:
AddressCallObserver.
61454: Jan 15 10:45:46.457 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:1

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=19000000072,session=null,seq
num=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu
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=19000000072,session=null,seq
num=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu

GOTO: *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-rmjtapi_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*

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=19000000072,session=null,seq
num=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu
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=19000000072,session=null,seq
num=-1,cn=1800,dn=1800,cgn=2108846343,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu
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 19000000072 : En

If transfer success is false,
GOTO: 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-rmjtapi_1) GCID=(2,66342)->INVALID, consultCall: (P1-rmjtapi_1) GCID=(2,6

	transferStart: false 61472: Jan 15 10:45:46.457 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19 finalCall: (P1-rmjtapi_1) GCID=(2,66342)->INVALID, consultCall: (P1-rmjtapi_1) GCID=(2,66 transferStart: false 61473: 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-rmjtapi_1) GC
Release	Release 7.0(1) onwards
Associated CDETS #	NA