

Possible_Issues_in_an_ICD_call_flow

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-
GCID=(2,66342)->ACTIVE]->DISCONNECTED, event=(P1-rmjtap1_1) 66342/2 CallCtlConn
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#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 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-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.cis
received

**GOTO: "Issues invoking Application Task" section under
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.associated()
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 : A

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

Possible_Issues_in_an_ICD_call_flow

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 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

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

Possible_Issues_in_an_ICD_call_flow

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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 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:190000000072,session=10000000060,seq=100000000060 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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 (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

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:190000000072,session=10000000060,seq=100000000060 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:190000000072,session=10000000060,seq=100000000060 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:190000000072,session=10000000060,seq=100000000060 (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:190000000072,session=10000000060,seq=100000000060 (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=100000000060]

Possible_Issues_in_an_ICD_call_flow

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

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

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: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

Possible_Issues_in_an_ICD_call_flow

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

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-rmj tapi_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=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) - transferring

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

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-rmj tapi_1) GCID=(2,66342)->INVALID, consultCall: (P1-rmj tapi_1) GCID=(2,6

Possible_Issues_in_an_ICD_call_flow

	<p>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=(2,66342) 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) GCID=(2,66342)</p>
Release	Release 7.0(1) onwards
Associated CDETS #	NA