

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 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	<p>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.</p> <p><i>Call is offered at the Routepoint</i> 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-rmj tapi_1) 66342/2 CallCtl Cause:100 CallCtlCause:0 CiscoCause:0 FeatReason:12, cause=100, metacode=129, isMaster=tr</p> <p><i>Call is received in UCCX</i> 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=nr</p> <p><u>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#Identifying</u></p> <p><i>A CTI Port is selected for the call</i> 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-rmj tapi_1) 66342/2 CallAc CallCtlCause:0 CiscoCause:31 FeatReason:12, (P1-rmj tapi_1) 66342/2 ConnCreatedEv 1800: [# CiscoCause:31 FeatReason:12, (P1-rmj tapi_1) 66342/2 ConnInProgressEv 1800: [#3622] Cause FeatReason:12, (P1-rmj tapi_1) 66342/2 CallCtlConnOfferedEv 1800: [#3623] Cause:100 CallC FeatReason:12, (P1-rmj tapi_1) 66342/2 ConnCreatedEv 2108846343: [#3624] Cause:100 CallC FeatReason:12, (P1-rmj tapi_1) 66342/2 ConnConnectedEv 2108846343: [#3625] Cause:100 Cal FeatReason:12, (P1-rmj tapi_1) 66342/2 CallCtlConnEstablishedEv 2108846343: [#3626] Cause FeatReason:12, (P1-rmj tapi_1) 66342/2 ConnCreatedEv 1904: [#3627] Cause:100 CallCtlCause events on the AddressCallObserver.</p> <p><u>GOTO: "Call is not offered on the CTI Port" section under http://docwiki-dev.cisco.com/wiki/Troubleshooting_Tips_for_Unified CCX 8.0#Identifying</u></p> <p><i>Call is associated with a CTI port. TP and session value is not null as it was in Call.received()</i> 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=nr 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.</p> <p><i>Call is offered on the CTI port after being redirected to this CTI Port</i> 60561: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK:CallID: 58, MediaID: 66342/2 Call Port: 1904, lastRedirectedAddress: 1800 60562: Jan 15 10:43:41.987 CST %MIVR-SS_TEL-7-UNK: Got (P1-rmj tapi_1) 66342/2 ConnI</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**

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**

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,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 : Accept

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

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 setRTTPParam

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

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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 (P1-rmjtap1_1) 5336/1 CallCtlConnDialingEv 1904: [#3708] Cause:100 CallCtlCause:0 CiscoCause:501 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:501 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 (P1-rmjtap1_1) 5336/1 CallCtlConnEstablishedEv 1904: [#3709] Cause:100 CallCtlCause:0 CiscoCause:501 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:501 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:501 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 (P1-rmjtap1_1) 5336/1 ConnInProgressEv 52925: [#3711] Cause:100 CallCtlCause:0 CiscoCause:501 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 (P1-rmjtap1_1) 5336/1 ConnOfferedEv 52925: [#3712] Cause:100 CallCtlCause:0 CiscoCause:501 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 ConnOfferedEv 52925: [#3712] Cause:100 CallCtlCause:0 CiscoCause:501 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:501 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:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1_1) 5336/1 ConnAlertingEv 52925: [#3725] Cause:100 CallCtlCause:0 CiscoCause:501 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 (P1-rmjtap1_1) 5336/1 ConnAlertingEv 52925: [#3725] Cause:100 CallCtlCause:0 CiscoCause:501 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 CallCtlConnAlertingEv 52925: [#3726] Cause:100 CallCtlCause:0 CiscoCause:501 FeatReason:12, events on the AddressCallObserver.
61132: Jan 15 10:45:42.848 CST %MIVR-SS_TEL-7-UNK:CallID:58 MediaId:66342/2 Task:19000000072,session=10000000060,seq=10000000060 (P1-rmjtap1_1) 5336/1 ConnAlertingEv 52925: [#3725] Cause:100 CallCtlCause:0 CiscoCause:501 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

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

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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

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

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

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

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