

RESOURCE NOT ACKNOWLEDGING

Problem Summary	Here's how we identify an RNA scenario. After we see a RINGING for consult call, we do not see TALKING for the consult call. Instead we see the below error message.
Error Message	Call.transferFailed(7954, RESOURCE_NOT_ACKNOWLEDGING)
Possible Cause	The agent did not answer the call
Recommended Action	<p>None.</p> <p>115894023: Jan 20 10:02:02.529 GMT %MIVR-SS_TEL-7-UNK:CallID:35487 MediaId:364180/3 Task:132000639892, ConsultCallObserver RINGING</p> <p>115896785: Jan 20 10:02:12.483 GMT %MIVR-SS_TEL-7-UNK:CallID:35487 MediaId:364180/3 Task:132000639892, ConsultCallObserver() has timed out peeking from msgQ</p> <p>115896786: Jan 20 10:02:12.514 GMT %MIVR-SS_TEL-7-UNK:CallID:35487 MediaId:364180/3 Task:132000639892, consult transfer() gets com.cisco.util.msgq.MsgQTimeoutException</p> <p>115896818: Jan 20 10:02:12.514 GMT %MIVR-SS_TEL-7-UNK:Call.transferFailed(7954, RESOURCE_NOT_ACKNOWLEDGING) JTAPICallContact[id=35487,implId=364180/3,state=STATE_ANSWERED_IDX,inbound=true, name=ASC02,task=132000639892,session=162000318035,seq</p>
Release	Release 7.0(1) onwards
Associated CDETS #	NA