

RESOURCE NOT ACKNOWLEDGING

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| 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 |