

Same call is presented to two agents

Problem Summary	Same call is presented to two agents.
Error Message	A call comes into UCCX. From the same calling number we see another incoming call at the RP while the first call is still active within UCCX
Possible Cause	Issues in gateway/CUCM
Recommended Action	To debug this issue, search for the calls coming in from a particular calling number. Look for "cgn=". If there is a second call from the same CGN while the first is still active then escalate to gateway/CUCM teams. 23084: Feb 11 09:11:26.852 CST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=1451,implId=380931/2,state=STATE_RECEIVED_IDX,inbound=true,AppName=SB Main AA,task=null,session=null,seqnum=-1,cn=7595,dn=7595,cgn=7242287455,ani=null, 23138: Feb 11 09:11:26.899 CST %MIVR-SS_TEL-7-UNK:Call.answered() JTAPICallContact[id=1451,implId=380931/2,state=STATE_ANSWERED_IDX,inbound=true,AppName=SB Main AA,task=49000004453,session=68000001330,seqnum=0,cn=7595,dn=7595,cgn=7242287455,ani=null, 26289: Feb 11 09:11:41.539 CST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=1458,implId=555750/1,state=STATE_RECEIVED_IDX,inbound=true,AppName=SB Main AA,task=null,session=null,seqnum=-1,cn=7595,dn=7595,cgn=7242287455,ani=null,
Release	7.0(1), 8.0(1)
Associated CDETS #	None.