

## Call rejected due to TRIGGER FAIL

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| <b>Problem Summary</b>    | Call rejected due to TRIGGER_FAIL.  |
| <b>Error Message</b>      | Call.rejected(TRIGGER_FAIL)   |
| <b>Possible Cause</b>     | Exception while redirecting the call to CTI Port  |
| <b>Recommended Action</b> | <p>Redirect to CTI Port fails with a JTAPI exception. Sometimes this could happen if the caller drops the call while it is being redirected to the CTI port. In a caller drop scenario then call rejection is justified.</p> <p>7735951: Oct 12 09:24:02.753 IST %MIVR-SS_TEL-7-UNK:Route Connection=[23001::1/(P1-GCID=(1,790108)-&gt;ACTIVE]-&gt;OFFERED, reason=1, Event= CallCtlConnOfferedEv, cause=1, isMaster=true</p> <p>7735958: Oct 12 09:24:02.762 IST %MIVR-SS_TEL-7-UNK:Route Connection: [23001::1/(P1-GCID=(1,790108)-&gt;ACTIVE]-&gt;OFFERED, CTI Port selected: TP[id=187,implId=22423,state=</p> <p>7735983: Oct 12 09:24:02.778 IST %MIVR-SS_TEL-7-UNK:RP[num=23001], conn=[23001::1/GCID=(1,790108)-&gt;INVALID]-&gt;DISCONNECTED, event=CallCtlConnDisconnectedEv, cause=CAUSE_NORMAL[100], meta=META_CALL_ENDING[132]</p> <p>7735985: Oct 12 09:24:02.982 IST %MIVR-SS_CM-7-UNK:ICDContactAdapter 5692 : Contact App FW contact 5692, iefSourceContact is 17567318 [790102/1] (5692)</p> <p>7736145: Oct 12 09:24:03.780 IST %MIVR-SS_TEL-3-ROUTE_FAILED:Route failed : All Call IDs=JTAPICallContact[id=5698,implId=790108/1,state=STATE_RECEIVED_IDX,inbound=true,name=Loadtest1,task=null,session=8000005699,seq num=0,cn=23001,,List of Active Connections=[23001::1/(P1-jtapi_188_2) GCID=(1,790108)-&gt;INVALID]-&gt;DISCONNECTED,Extension=22423,Exception=com.cisco.jtapi.CCNEException not handled: com.cisco.cti.client.CCNEException: redirect failure,Failure reason=. =0x8ccc001d::Attempt to redirect a call that does not exist or is not longer active,Contact.Reject.reason=TRIGGER_FAIL,(SelectRouteTime,ObtainingIdleChannelTime,R</p> <p>7736159: Oct 12 09:24:03.781 IST %MIVR-SS_TEL-7-UNK:Call.rejected(TRIGGER_FAIL) JTAPICallContact[id=5698,implId=790108/1,state=STATE_REJECTED_IDX,inbound=true,Ap name=Loadtest1,task=null,session=8000005699,seq num=0,cn=23001,dn=23001</p> <p>But if it is not due to caller drop and if it is due to some other error code then look under <a href="http://docwiki-dev.cisco.com/wiki/JTAPI_Exception_during_redirect%2C_accept%2C_answer%2C_and_escalate_it_to_IPCBU_JTAPI_team">http://docwiki-dev.cisco.com/wiki/JTAPI_Exception_during_redirect%2C_accept%2C_answer%2C_and_escalate_it_to_IPCBU_JTAPI_team</a>.</p> <p>7734839: Oct 12 09:23:57.946 IST %MIVR-SS_TEL-7-UNK:Route Connection=[23001::1/(P1-GCID=(1,790102)-&gt;ACTIVE]-&gt;OFFERED, reason=1, Event= CallCtlConnOfferedEv, cause=1, isMaster=true</p> <p>7734847: Oct 12 09:23:57.976 IST %MIVR-SS_TEL-7-UNK:Route Connection: [23001::1/(P1-GCID=(1,790102)-&gt;ACTIVE]-&gt;OFFERED, CTI Port selected: TP[id=160,implId=22471,state=</p> <p>7734848: Oct 12 09:23:57.978 IST %MIVR-SS_TEL-7-UNK:Route Connection:[23001::1/(P1-j GCID=(1,790102)-&gt;ACTIVE]-&gt;OFFERED Gets Exceptioncom.cisco.jtapi.PlatformExceptionIn not handled: com.cisco.cti.client.CCNEException: redirect failure Error 0x-1932787451::</p> <p>7734861: Oct 12 09:23:57.979 IST %MIVR-SS_TEL-3-ROUTE_FAILED:Route failed : All Call IDs=JTAPICallContact[id=5692,implId=790102/1,state=STATE_RECEIVED_IDX,inbound=true,name=Loadtest1,task=null,session=8000005693,seq num=0,cn=23001,,List of Active Connections=[23001::1/(P1-jtapi_188_2) GCID=(1,790102)-&gt;ACTIVE]-&gt;OFFERED,Extension=22471,Exception=com.cisco.jtapi.Platform CCNEException not handled: com.cisco.cti.client.CCNEException: redirect failure,Failure reason= =0x8ccc0105::,Contact.Reject.reason=TRIGGER_FAIL,(SelectRouteTime,ObtainingIdleChannel</p> |

TRIGGER\_FAIL

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|                               | 7734875: Oct 12 09:23:57.981 IST %MIVR-SS_TEL-7-UNK:Call.rejected(TRIGGER_FAIL)<br>JTAPICallContact[id=5692,implId=790102/1,state=STATE_REJECTED_IDX,inbound=true,Ap<br>name=Loadtest1,task=null,session=8000005693,seq num=0,cn=23001,dn=23001, |
| <b>Release</b>                | Release 7.0(1) onwards   |
| <b>Associated<br/>CDETS #</b> | NA   |