

Telephony Subsystem in Partial Service - calculateGroupReadiness indicates groups NOT READY

Problem Summary	Unified CCX Telephony Subsystem is in partial service.
Error Message	<p>SS_TEL shows calculateGroupReadiness: NOT READY for some trigger</p> <p>5364: Jan 06 14:10:12.884 EST %MIVR-SS_TEL-7-UNK:RP[num=5001] calculateGroupReadiness: NOT READY. Groups[size=1]: [0]=[id=1,type=Cisco CTI Port]</p> <p>5384: Jan 06 14:10:12.897 EST %MIVR-SS_TEL-7-UNK:calculateSubsystemState -> subsystem partial in service, cause: Some group in the trigger is not yet available - RP[num=6203]-Group[id=0,class=com.cisco.dialog.DialogChannel], RP[num=7877]-Group[id=0,class=com.cisco.dialog.DialogChannel], RP[num=5002]-Group[id=0,class=com.cisco.dialog.DialogChannel], RP[num=5001]-Group[id=0,class=com.cisco.dialog.DialogChannel], RP[num=7800]-Group[id=0,class=com.cisco.dialog.DialogChannel]</p> <p>5385: Jan 06 14:10:12.897 EST %MIVR-SS_TEL-2-SS_PARTIAL_SERVICE:JTAPI subsystem in partial service: Failure reason=Some group in the trigger is not yet available - RP[num=6203]-Group[id=0,class=com.cisco.dialog.DialogChannel], RP[num=7877]-Group[id=0,class=com.cisco.dialog.DialogChannel], RP[num=5002]-Group[id=0,class=com.cisco.dialog.DialogChannel], RP[num=5001]-Group[id=0,class=com.cisco.dialog.DialogChannel], RP[num=7800]-Group[id=0,class=com.cisco.dialog.DialogChannel]</p>
Possible Cause	<p>Every trigger/routepoint needs to be associated with a Call Control Group and a Dialog Group.</p> <p>Ideally, the groups size for each trigger should be 2.</p> <p>This issue can happen if the routepoint/trigger is not associated with a Call Control Group or Dialog Group</p>
Recommended Action	<ol style="list-style-type: none"> 1. Check and ensure that the Call Control Group for this routepoint is created and is valid. 2. Check and ensure that the Dialog Group for this routepoint is created and is valid. 3. Sometimes when Engine starts up, there may have been an error while reading this configuration and so the initialization of the routepoint will be partial leading to this issue. In such cases, collect MIVR logs from the start of the Engine. Also check if Subsystems-Cisco Unified CM Telephony-Data Resync resolves the issue.
Release	Release 8.0(1) and Release 7.0(1)
Associated CDETS #	NA