

Transfer does not receive CiscoTransferEndEv

| | |
|---------------------------|---|
| Problem Summary | Sometimes we see that UCCX receives CiscoTransferStartEv but it does not receive CiscoTransferEndEv. |
| Error Message | MIVR-SS_TEL-7-UNK:CallID:57612 MediaId:1386213/11 Task:28000067930 waiting for consultative transfer or conference to finish before answering call |
| Possible Cause | Issue in JTAPI/CTI layer. |
| Recommended Action | <p>Escalate to IPCBU JTAPI team with all relevant logs.</p> <p>30020351: Dec 21 17:56:47.845 EDT %MIVR-SS_TEL-7-UNK:CallID:57612 MediaId:1386213/11 Task:28000067930 did not get CALL ENDED event within 5000 milliseconds : Exception=com.cisco.util.msgq.MsgQTimeoutException</p> <p>30020474: Dec 21 17:56:47.845 EDT %MIVR-SS_TEL-7-UNK:CallID:57612 MediaId:1386213/11 Task:28000067930 waiting for consultative transfer or conference to finish before answering call, transferStart=true, conferenceStart=false, termConnState=6, disconnected=false, transferCheckCount=1</p> <p>30020484: Dec 21 17:56:52.845 EDT %MIVR-SS_TEL-7-UNK:CallID:57612 MediaId:1386213/11 Task:28000067930 did not get TRANSFER_END nor CONF_END event</p> |
| Release | Release 7.0(1) onwards |
| Associated CDETS # | NA |