

What Does the Message "MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST.." Mean?

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Questions

Introduction

What does the message, "MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST.." mean?

Related Information

Introduction

This document describes possible reasons why the following message appears repeatedly in the MIVR log on the Cisco Response Solutions server in a Cisco IP Contact Center (IPCC) Express Edition environment:

```
%MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource does not exist:
  Module=RM component,The description of a message sent from/to the
  RM=SessionRTPStartedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
9654: Sep 28 18:19:25.837 EEST %MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource
  does not exist: Module=RM component,The description of a message sent from/to
  the RM=SessionRTPStartedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
9655: Sep 28 18:20:14.495 EEST %MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource
  does not exist: Module=RM component,The description of a message sent from/to
  the RM=SessionRTPStoppedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
9656: Sep 28 18:20:14.495 EEST %MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource
  does not exist: Module=RM component,The description of a message sent from/to
  the RM=SessionRTPStoppedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
9657: Sep 28 18:21:46.218 EEST %MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource
  does not exist: Module=RM component,The description of a message sent from/to
  the RM=SessionRTPStartedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
9658: Sep 28 18:21:46.405 EEST %MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource
  does not exist: Module=RM component,The description of a message sent from/to
  the RM=SessionRTPStartedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
9659: Sep 28 18:22:48.361 EEST %MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource
  does not exist: Module=RM component,The description of a message sent from/to
  the RM=SessionRTPStoppedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
9660: Sep 28 18:22:48.471 EEST %MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource
  does not exist: Module=RM component,The description of a message sent from/to
  the RM=SessionRTPStoppedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
9661: Sep 28 18:23:00.346 EEST %MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource
  does not exist: Module=RM component,The description of a message sent from/to
  the RM=SessionRTPStartedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
```

Note: The above error log is displayed over multiple lines due to space limitations.

**Q. What does the message,
"MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST.." mean?**

A. This message is found in the Cisco Response Solutions MIVR log named `CiscoMIVRxx.log`. To access MIVR log, select **System > Engine > Trace Files** from the **Customer Response Application Administration** window. This message is informational and occurs primarily in two situations:

1. No agents are logged in.
2. Agents are logged in, but are not immediately available.

This message may also appear if the agent closes the agent desktop without logging off first.

Note: xx represents the sequence number of Cisco MIVR trace log.

Related Information

- **Technical Support – Cisco Systems**

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