

PG – pim: VRU Attempted to Register for a Non-existent ECC Variable

Document ID: 20520

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Introduction

Logs are retrieved from the Peripheral Interface Manager (PIM) process of a Peripheral Gateway (PG). A Voice Response Unit (VRU) can be connected to the PG. Sometimes messages are encountered that cannot be interpreted immediately and/or are not documented in older releases of Cisco Intelligent Contact Management (ICM) software manuals. This document explains one of those messages and what is required for a resolution.

Note: The information in this document is based on Cisco ICM Software Release 4.1.x.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco ICM
- Configuring the PG
- Configuring the VRU

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco ICM version 4.1.x

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live

network, ensure that you understand the potential impact of any command before using it.

Symptom

For this example the:

- Peripheral device is PG1A
- Connected process is pim1
- Extended Call Variable (ECC) is "ABC_CallXX"

Step 1

Using the Dumplog Utility to retrieve the PG's PIM log, the following message appears:

```
16:23:14 pg41A-pim1 Trace: VRU attempted to
register for a non-existant ECC variable: "ABC_Call10"
16:23:14 pg41A-pim1 Trace: VRU attempted to register for
a non-existant ECC variable: "ABC_Call9"
16:23:14 pg41A-pim1 Trace: VRU attempted to register for
a non-existant ECC variable: "ABC_Call8"
16:23:14 pg41A-pim1 Trace: VRU attempted to register for
a non-existant ECC variable: "ABC_Call7"
16:23:14 pg41A-pim1 Trace: VRU attempted to register for
a non-existant ECC variable: "ABC_Call6"
16:23:14 pg41A-pim1 Trace: VRU attempted to register for
a non-existant ECC variable: "ABC_Call5"
16:23:14 pg41A-pim1 Trace: VRU attempted to register for
a non-existant ECC variable: "ABC_Call4"
16:23:14 pg41A-pim1 Trace: VRU attempted to register for
a non-existant ECC variable: "ABC_Call3"
16:23:14 pg41A-pim1 Trace: VRU attempted to register for
a non-existant ECC variable: "ABC_Call2"
16:23:14 pg41A-pim1 Trace: VRU attempted to register for
a non-existant ECC variable: "ABC_Call1"
```

Step 2

Use Example 2 in How to Use the vrutrace Utility. The following message appears:

```
16:23:14.739: Register Variables (49); Message
Length 153 bytes
Call Variable Mask: (1023) 000003ff
10="ABC_Call10"
9="ABC_Call9"
8="ABC_Call8"
7="ABC_Call7"
6="ABC_Call6"
5="ABC_Call5"
4="ABC_Call4"
3="ABC_Call3"
2="ABC_Call2"
1="ABC_Call1"
00000 00 00 00 99 00 00 00 31 |.....1|
00008 03 ff 2a 0d 00 00 00 01 |..*.....|
00010 41 46 43 5f 43 61 6c 6c |ABC_Call|
00018 31 2a 0d 00 00 00 02 41 |1*.....A|
00020 46 43 5f 43 61 6c 6c 32 |BC_Call2|
00028 2a 0d 00 00 00 03 41 46 |*.....AB|
00030 43 5f 43 61 6c 6c 33 2a |C_Call3*|
00038 0d 00 00 00 04 41 46 43 |.....ABC|
00040 5f 43 61 6c 6c 34 2a 0d |_Call4*.|
```

```

00048 00 00 00 05 41 46 43 5f |...ABC_|
00050 43 61 6c 6c 35 2a 0d 00 |Call15*..|
00058 00 00 06 41 46 43 5f 43 |...ABC_C|
00060 61 6c 6c 36 2a 0d 00 00 |all6*...|
00068 00 07 41 46 43 5f 43 61 |..ABC_Ca|
00070 6c 6c 37 2a 0d 00 00 00 |117*....|
00078 08 41 46 43 5f 43 61 6c |.ABC_Cal|
00080 6c 38 2a 0d 00 00 00 09 |18*.....|
00088 41 46 43 5f 43 61 6c 6c |ABC_Call|
00090 39 2a 0e 00 00 00 0a 41 |9*.....A|
00098 46 43 5f 43 61 6c 6c 31 |BC_Call1|
000a0 30 |0|

```

Resolution

Note the second line of the binary data:

```
03 ff 2a 0d 00 00 00 01
```

```

03 ff is the Call Variable Mask
2a is equal to 42 or the beginning
of the Expanded Call Variable (ECC)

```

The PG pim is attempting to register the ECC values as sent by the VRU however, the values entered in the VRU, for example "**ABC_Call10**", do not match the values entered in Configure ICR. Either change the values in the VRU to match what is in Configure ICR or change the values in Configure ICR to match the VRU.

Note: The ECC values in Configure ICR are required to contain a surname of "**user**" with a maximum length of 32 characters.

In the event the change is made in Configure ICR, the value becomes "**user.ABC_Call10**". To edit the ECC in **Configure ICR**, select **Enterprise, User Variable**.

Related Information

- [Using the Dumplog Utility](#)
- [How to Use the vrutrace Utility](#)
- [Cisco ICM/NAM Technical Tips](#)

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Updated: May 26, 2005

Document ID: 20520
