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How Do I Change the Maximum Time for Calls in Queue?

Document ID: 26882

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Introduction

This document describes an issue in the Cisco IP Interactive Voice Response (IVR) CallManager environment where calls are queued and then terminated at 180 seconds and a possible workaround.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- IP IVR Configuration

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM 4.6.2 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Problem

The MIVR and JTAPI logs are generated under the path of C:\Program Files\wfvavvid\log on the IP IVR server:

```
CiscoMIVR01.log - CiscoMIVR10.log and CiscoJtapi01.log - CiscoJtapi10.log
```

On the IP IVR Server, open the CiscoMIVRxx.log for the time in question to locate the problem. The levels of tracing shown in this example should be turned up on the IP IVR process.

This is an example of a call followed by a cancel message 180 seconds (3 minutes) later.

```
4656: Aug 28 11:50:16.640
GMT+200 %MIVR-SS_TEL-7-UNK:Call.received() ICMCall[id: 2, media: 1902/1,
state = RECEIVED, dn = 1230, ani = 1201, lrd = null, type = DIRECT_CALL,
route = null, port = null, task = -1, app = null, aborting = false, transferring
= false, disconnecting = false]

.

.

.

4865: Aug 28 11:53:17.015
GMT+200 %MIVR-LIB_ICM-7-MSG_RECEIVED:ICM message received:
ICM Message=CANCEL[length=20,dialogueId=2,sendSeqNo=2,invokedId=2,requestId=1]
4866: Aug 28 11:53:17.015
GMT+200 %MIVR-LIB_ICM-7-UNK:processing message done: ICM
Message=CANCEL[length=20,dialogueId=2,sendSeqNo=2,invokedId=2,requestId=1]
```

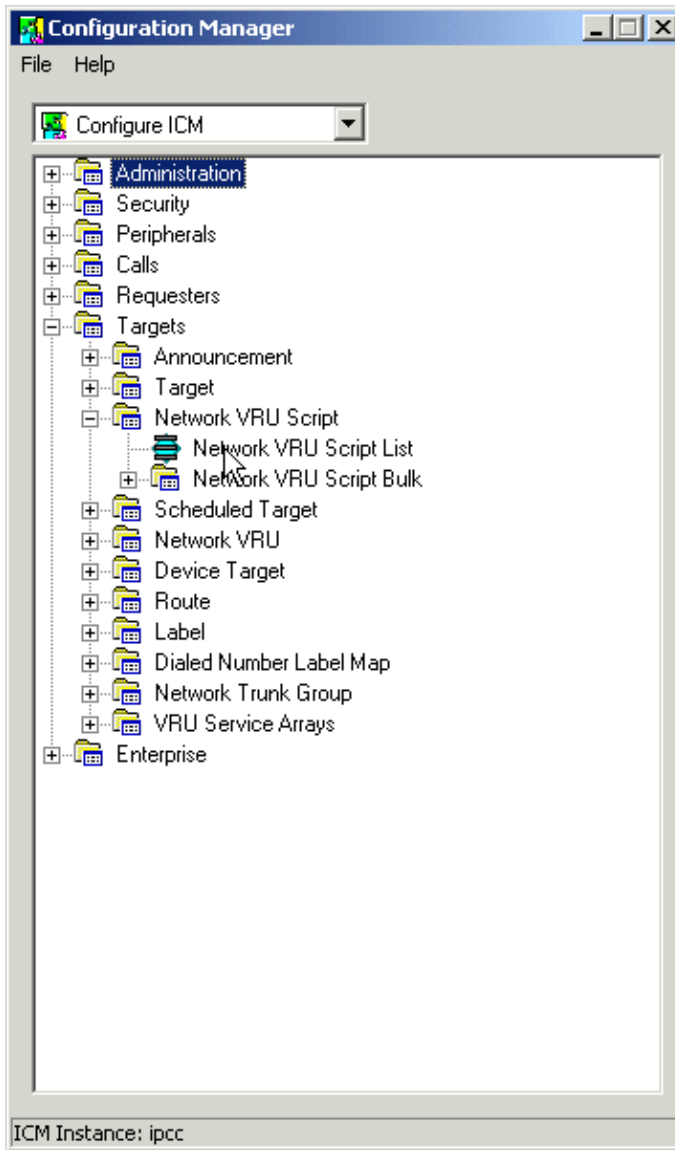
For IP IVR trace, select **AppAdmin > Engine > Trace Configuration** and click to select **SS_TEL, SS_ICM,** and **LIB_ICM**.

Solution

Complete these steps to resolve this problem:

1. Select **Start > Programs > Configuration Manager** on an AW to open the Configuration Manager.
2. Open **Configure ICM**.

Figure 1: Configuration Manager



3. Select **Targets > Network VRU Script > Network VRU Script List**.
4. Click **Retrieve**. This pulls back the entire Network VRU configuration and the Attributes window opens.

Figure 2: Attributes

Attributes	
Network VRU	* IP_IVR
VRU script name	* BasicQ.aef
Name	* Intro
Timeout	* 180 Sec
Configuration param	
Customer:	<None>
	<input type="checkbox"/> Interruptible
	<input type="checkbox"/> Overridable
Description	

Note: The Timeout field, which is required, is defined by the number of seconds (the default is 180). This value is the number of seconds that Cisco ICM should wait for a response after the routing client is directed to run the script. If Cisco ICM does not receive a response from the routing client that watches this time, it assumes the VRU script has failed.

5. Increase this timer to 3600 seconds or higher, based on the business requirements for the location.

Note: There is a registry key on the Peripheral Gateway (PG) under the Open Peripheral Controller (OPC) process called "MaxQueueTimeAllowedForCall". This value has no effect on this problem.

Related Information

- [How to Use the Dumplog Utility](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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