

CVP and ISN Checklist

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Introduction

Prerequisites

- Requirements
- Components Used
- Conventions

Problem Description

- Cisco CVP/ISN Details
- Network Topology
- Hosted IPCC Enterprise Cisco CallManager Configuration
- Cisco CVP/ISN
- Cisco CVP/ISN Logs
- Cisco ICM/CVP or CM/ISN Scripts
- Engine Status
- Remote Access
- Cisco VXML Server

Related Information

Introduction

Use the Cisco Customer Voice Portal (CVP) and Cisco Internet Service Node (ISN) support checklist for problems related to the CVP and ISN. Complete this checklist and provide the information to Cisco Technical Support.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Cisco CVP/ISN or Cisco CVP
- Cisco IOS networking and configuration
- H.323 gateway and gatekeeper configuration for Cisco CVP/ISN–supported devices (as5xxx and 3662)
- Cisco CallManager

Components Used

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

- Cisco ICM 4.6.2, 5.x, and 6.x
- Cisco CVP/ISN 2.0/2.1 and CVP 3.0

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 Cisco Technical Tips Conventions for more information on document conventions.

Problem Description

Cisco CVP/ISN Details

Complete this checklist and provide the information to Cisco Technical Support.

1. What is the exact version of the ISN and/or CVP? Include any Hotfix or Service Release (SR) information.
2. Is this a new installation or an upgrade?
3. If this is an upgrade, what version(s) was previously installed?
4. When did the problem occur?
5. What are the observed symptoms, and the conditions under which these symptoms occur?
6. Was anything changed or updated in hardware, software, or network components prior to the first occurrence of the observed symptoms?
7. Describe the related call flow? Some examples include:
 - ◆ Public Switched Telephone Network (PSTN)–originated or IP Phone originated?
 - ◆ If transfer, is it CVP/ISN–dequeue or agent–originated?
 - ◆ Is the call inbound ACD, inbound IVR treatment, inbound queue treatment, outpulse transfer, or agent transfer?
8. Is the problem reproducible?

Yes	No
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9. What is the CVP/ISN deployment model used?
 - ◆ **Queue and Transfer** If you want to perform prompt/collect without using Automated Speech Recognition (ASR)/Text–to–Speech (TTS). No third–party ASR/TTS products are required, nor do you need to purchase the Cisco IOS "Enhanced Voice" feature set license for the Cisco IOS voice gateway. This model is similar to CVP/ISN 1.0.
 - ◆ **Advanced Speech** If you want to perform prompt/collect using ASR and/or TTS, but do not need to queue calls, perform agent–initiated transfers under ICM control, or perform outpulse transfers back to the PSTN. This model does not require use (or purchase) of the CVP/ISN voice browser.
 - ◆ **Comprehensive** If you want to perform prompt/collect using ASR and/or TTS, need to queue calls, perform agent–initiated transfers under ICM control, or perform Outpulse transfers back to the PSTN.
10. What is the call transfer method used?
 - ◆ **IP Switching** The CVP/ISN directs the ingress Cisco IOS voice gateway to redirect the call

packet voice path to a new IP-based destination, but retains signaling control over the call so it may be brought back for additional treatment or transferred to additional destinations. With this transfer method, a PSTN port is used on the ingress gateway for the life of the call. An additional PSTN port is also required on an egress gateway if the call is transferred to a PSTN-based destination.

- ◆ **Outpulse Transfer** The CVP/ISN sends Dual Tone Multiple Frequency (DTMF) digits to the PSTN that uses the ingress gateway in order to make the PSTN carrier disconnect the call from the gateway and route it elsewhere through the PSTN. This method eliminates consumption of ports on the gateway for the rest of the call, but is not available with all carriers.
- ◆ **IN Transfer** Cisco ICM temporarily routes PSTN-originated calls to the CVP/ISN with a Cisco IOS Voice Gateway (for example, using an ICM NIC with SS7 infrastructure and applications (INAP) signaling). When CVP/ISN treatment is finished, ICM removes the call from ISN and routes it elsewhere over the PSTN.

11. Have you captured a screenshot of the error or failure? If **Yes**, attach to case.

Yes	No
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12. Is the Cisco Gatekeeper Transaction Message Protocol (GKTMP) Network Interface Card (NIC) for call routing? If **Yes**, describe the route logic.

Yes	No
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Network Topology

Answer these questions:

1. Have all PCs, routers, and switch ports been set to full duplex/100 Mb?

Note: Duplex/speed mismatch between a device and its corresponding port on the switch is the single most common problem for network latency.

2. Is a network topology diagram available? If **Yes**, attach to case.

Yes	No
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3. Which type of IP Gateway is being used in this CVP/ISN solution?

4. Attach a **show tech** and **show stack** from the Gateway.

5. Which type of Gatekeeper is being used in this CVP/ISN solution?

6. Attach a **show tech**, **show stack**, and **show gatekeeper** endpoint from the Gatekeeper.

7. In which server/directory are pre-recorded media files stored?

8. Are Content Service Switches (CSS) used for failover?

Yes	No
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9. Provide versions of IOS, Digital Signal Processor (DSP) , applications, and end system (ES)/patch levels.

Hosted IPCC Enterprise Cisco CallManager Configuration

Answer the these questions before you contact Cisco Technical Support:

1. What version of Cisco CallManager is running?
 - ◆ Service Pack?
 - ◆ Engineering special?
2. What Operating System (OS) version is used for the server and agents?
 - ◆ `c:\sti\stiver.exe` (for Microsoft Windows 2000.2.3 or before)
 - ◆ `c:\utils\mcserver.exe` (for Microsoft Windows 2000.2.4 or later)
3. What is the hardware platform, make, and model?
4. How many Cisco CallManagers are within the CallManager cluster?
5. What is the IP address and host name of the Publisher?
6. What is the IP address and host name of the Subscriber(s)?

Cisco CVP/ISN

Answer the these questions before you contact Cisco Technical Support:

1. What is the hotfix level of the Cisco CVP/ISN Voice Browser and OS version?
2. What is the hotfix level of the Cisco CVP/ISN Application Server and OS version?

Cisco CVP/ISN Logs

From the Peripheral Gateway (PG) where CVP/ISN is installed, gather the ISN logs:

1. Use the **dumplog** utility, capture the CVP/ISN Voice Browser logs from the `<ISN-install-base>\VoiceBrowser\logfiles` directory.
2. Retrieve the CVP/ISN App Server logs from `<ISN-install-base>\ApplicationServer`. These are text files named `CiscoISN_*.log`.
3. Use the **procmon** utility to turn on trace:
 - ◆ `trace *.* /off` (to turn off)
 - ◆ `ltrace` (to verify settings are off)
 - ◆ `trace */on`
 - ◆ `trace cti_sess*/off quit`
4. Use the **dumplog** utility to gather the PIM log files.

5. Once the necessary logs are collected, go back into **procmon** and turn off trace (see step 3 of this procedure).

Cisco ICM/CVP or CM/ISN Scripts

Complete these steps for Cisco ICM/CVP or ICM/ISN scripts:

1. Verify all scripts have been reviewed for correct logic in order to eliminate loops or configuration issues.
2. Ensure there are no "Wait" nodes used in ICM scripts that control CVP/ISN.
3. Verify there are no Network VRU scripts defined in ICM that have overly short timeouts (this breaks the Service Control). The network VRU script timeout must be greater than the length of the prompt played.
4. Has there been a recent addition, deletion, or modification to a script that could cause a problem when a call is routed?

Yes	No
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Engine Status

Has the Engine Status screenshot been captured? If **Yes**, attach to the TAC case.

Yes	No
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Remote Access

What is the dial-in information, including User Name, Password, and IP addresses to all necessary devices, for remote access with PC Anywhere or Microsoft Terminal Services?

Cisco VXML Server

Note: Cisco VXML Server is a component of CVP only (no in ISN).

1. What is the hardware type of the server?
2. What is the OS version and service pack level of the server?
3. What is the web application server type?

Related Information

- [Cisco Customer Voice Portal Documentation](#)
 - [How to Use the Dumplog Utility](#)
 - [Using Remote Process Monitor Console \(Procmon\)](#)
 - [Technical Support – Cisco Systems](#)
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