# CVP-Fehler "Send to VRU" und "Run Ext Script"

Einführung

Dieses Dokument beschreibt die Fehler "An VRU senden" und "Ext Script ausführen". Dieser Ansatz wird als prädiktive Fehlerbehebung bezeichnet. Bei der prädiktiven Fehlerbehebung werden Sie auf das Problem aufmerksam gemacht, basierend auf den Protokollen, dem zugehörigen Verhalten und der optimalen Lösung.

Bei Bereitstellungen im Customer Voice Portal (CVP) treten Anruffehler am Knoten "Send to VRU" (An VRU senden) oder "Run Ext Script" (Ext-Skript ausführen) häufig auf. Auch wenn es sich nur um einen einzelnen Knoten im Intelligent Contact Management (ICM) handelt, gibt es viele Signalisierungsereignisse, die auf dem CVP, dem Voice XML (VXML)-Gateway und/oder dem VXML-Server auftreten müssen. Es gibt eine Reihe von Orten, an denen die Konfiguration korrekt abgeschlossen werden muss. Die meisten Ausfälle sind auf eine Fehlkonfiguration oder einen Fehler außerhalb von ICM zurückzuführen. Sobald Sie mit den häufigsten Konfigurationsproblemen und/oder Gerätefehlern vertraut sind, können Sie leichter echte Probleme in Produktionsnetzwerken beheben.

Netzwerkdiagramme

"Send to VRU" und/oder "Run Ext Script" mit CVP
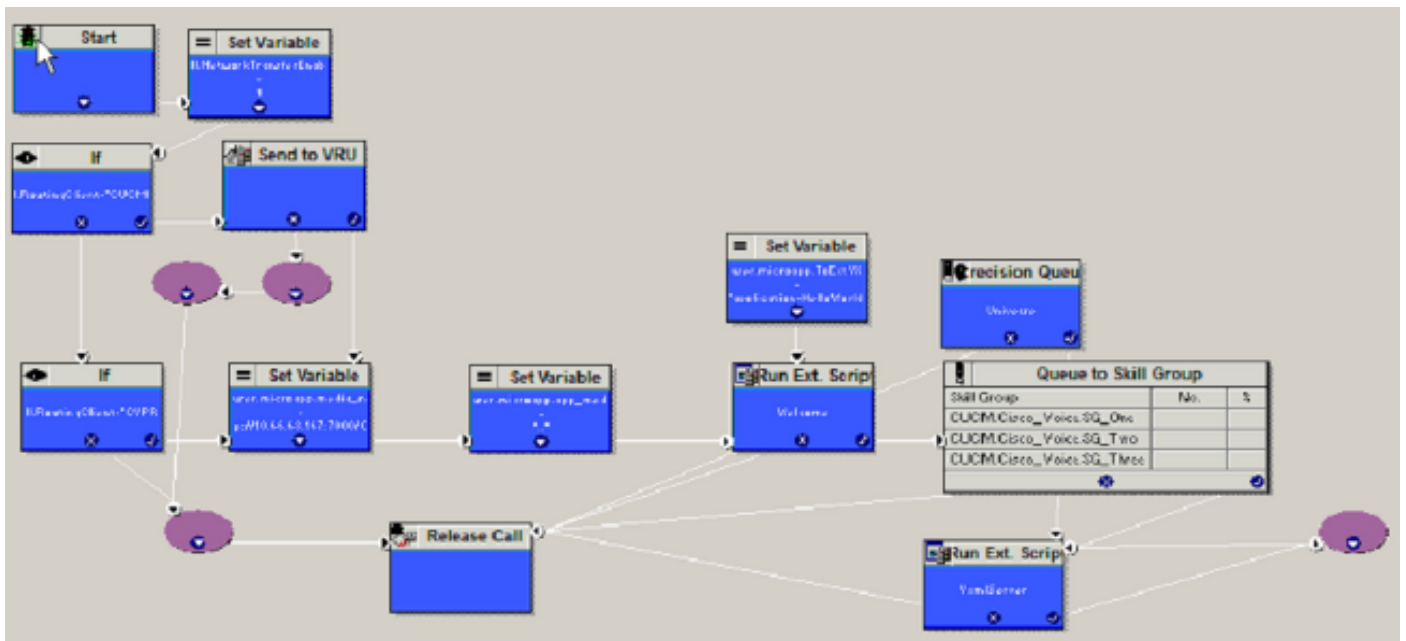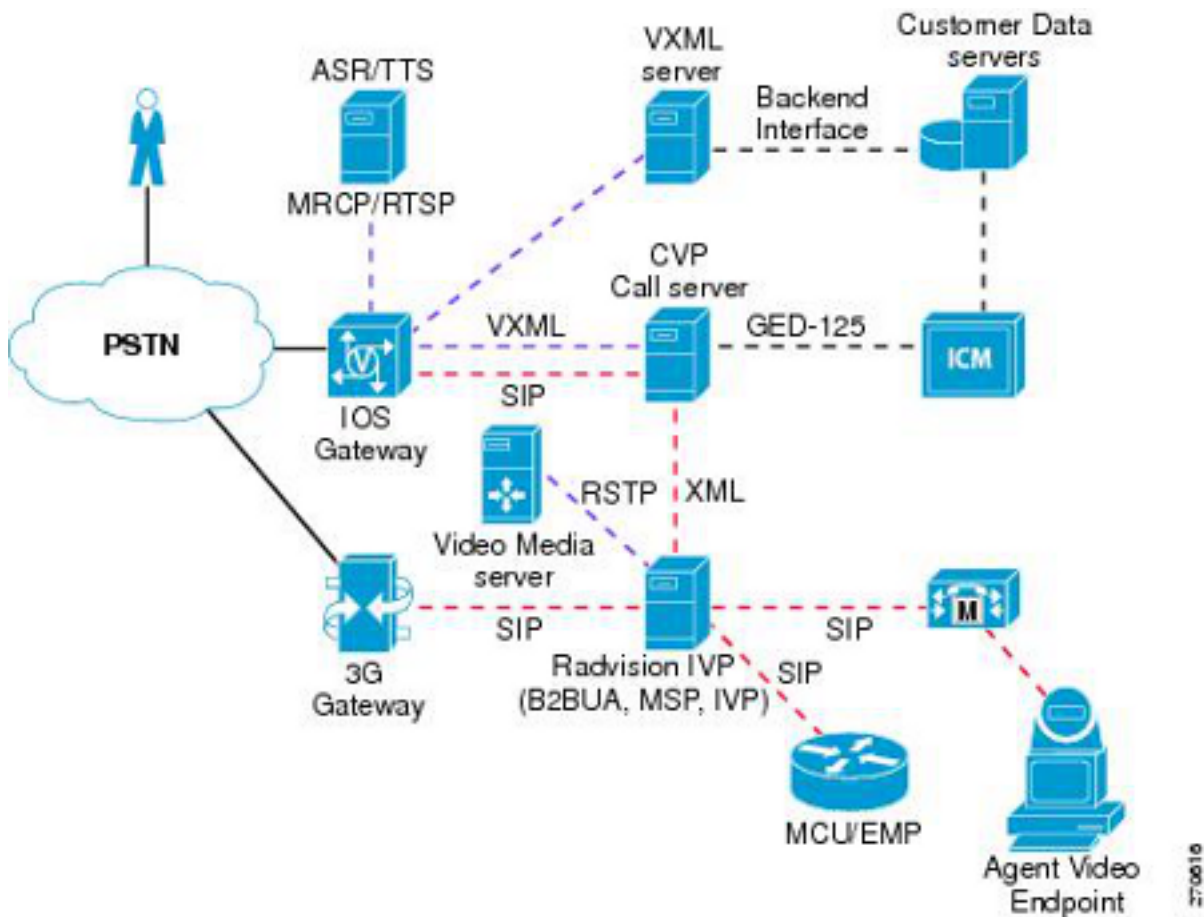
Hintergrund des Knotens "An VRU senden" oder "Ext Script ausführen"

Wenn ein Anruf über das CVP, den Cisco Unified Communications Manager (CUCM) oder ein anderes Peripheral Gateway (PG) auf dem ICM eingeht, benötigt ICM möglicherweise eine VRU-Behandlung (Voice Response Unit), um Ansagen abzuspielen und Benutzereingaben zu sammeln. Dazu muss ICM den Anruf zuerst an die Netzwerk-VRU senden. Nur die Netzwerk-VRU kann Ankündigungen abspielen und Benutzereingaben sammeln. Wenn also ein Anruf von einem Public Switched Telefony Network (PSTN) über CVP oder CUCM an ICM eingeht, muss ICM den

Knoten "Send to VRU" (An VRU senden) verwenden, um den Anruf an eine Netzwerk-VRU zu senden. Es gibt einige Knoten, die implizit "Send to VRU" (An VRU senden) enthalten, z. B. "Run Ext Script" (Ext-Skript ausführen) oder "Queue to Skill Group" (Warteschlange an Kompetenzgruppe). Sobald der Anruf bei der Netzwerk-VRU eingeht, führt ICM den Knoten "Run External Script" (Externes Skript ausführen) aus.

Wie ICM identifiziert, welches VRU verwendet werden soll

Wenn ICM einen Anruf vom CVP-Routing-Client erhält und der Anruf an das Netzwerk-VRU gesendet werden muss, sucht ICM nach der für die gewählte Nummer konfigurierten Kundeninstanz. Sobald die Kundeninstanz identifiziert ist, verwendet ICM das für diese Kundeninstanz konfigurierte Netzwerk-VRU. Anschließend findet ICM das Label für den Routing-Client in diesem Netzwerk-VRU. Zusammen mit der Korrelations-ID sendet ICM das VRU-Label an den CVP-Routing-Client. Wenn keine Kundeninstanz konfiguriert ist, muss die Standard-Netzwerk-VRU konfiguriert werden. Als Best Practice sollte die Kundeninstanz jedoch immer auf der gewählten Nummer definiert werden.
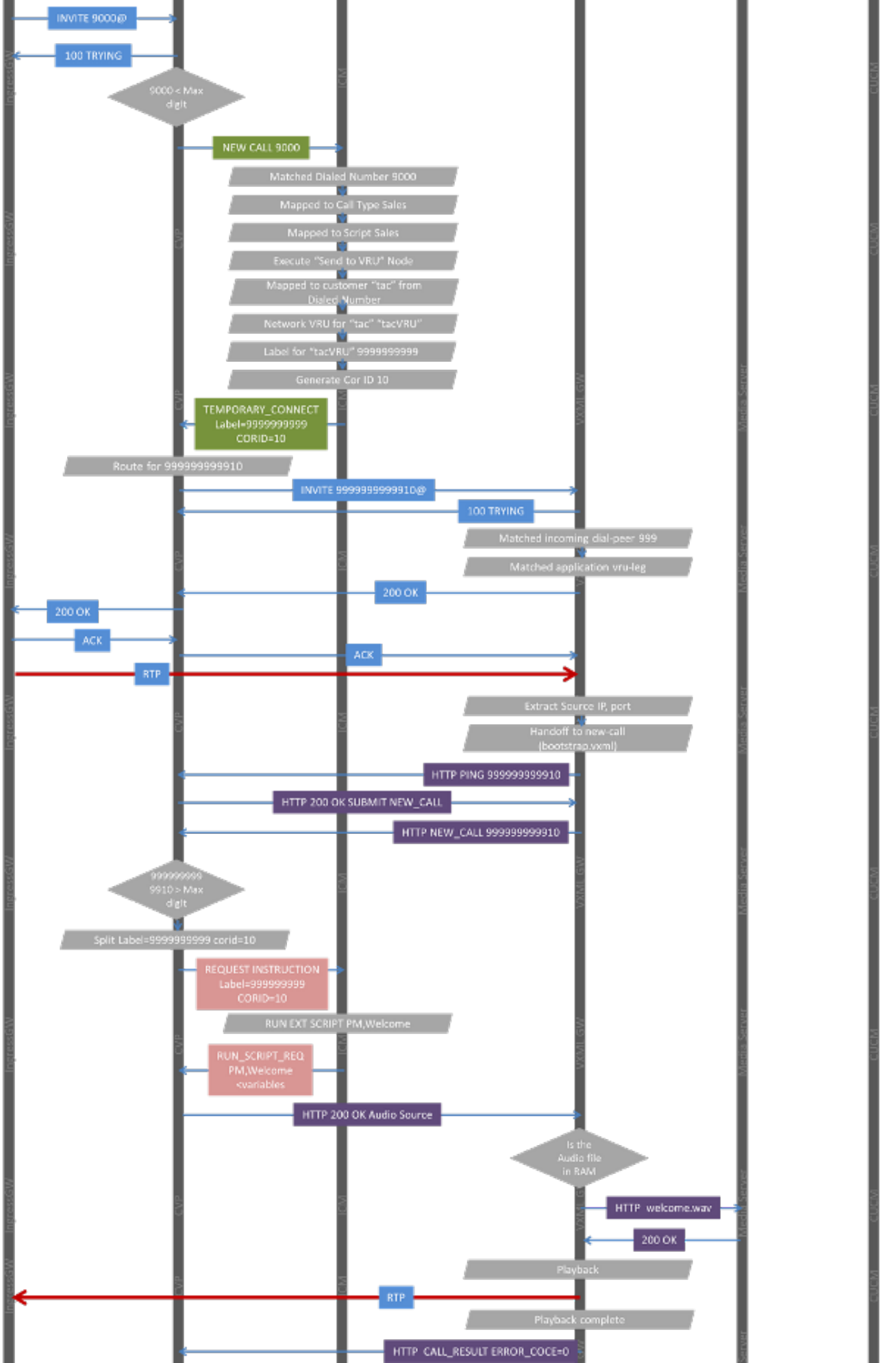
Ladendiagramm

Die Anrufflüsse ändern sich je nachdem, woher der Anruf stammt und an ICM weitergeleitet wird. Dies hängt auch vom für den Anruf verwendeten Signalisierungsprotokoll ab. Darauf basieren die verschiedenen Verzeichnisse:

1. Session Initiation Protocol (SIP) - Das PSTN-Gateway sendet den Anruf an das CVP und das CVP sendet ihn an ICM.
2. SIP - CUCM sendet den Anruf an ICM und leitet ihn an das CVP weiter.

SIP - Das PSTN-Gateway leitet den Anruf an das CVP und das CVP an das ICM weiter.

CVP "Send to VRU" Call flow with VXML Gateway

Ingress GW	CVP	ICM	VXML GW	Media Server	Call Manager

INVITE 9000@ →

← 100 TRYING

9000 < Max digit

NEW CALL 9000 →

Matched Dialed Number 9000

Mapped to Call Type Sales

Mapped to Script Sales

Execute "Send to VRU" Node

Mapped to customer "tac" from Dialed Number

Network VRU for "tac" "tacVRU"

Label for "tacVRU" 9999999999

Generate Cor ID 10

TEMPORARY_CONNECT
Label=9999999999
CORID=10

Route for 999999999910

INVITE 999999999910@ →

← 100 TRYING

Matched incoming dial-peer 999

Matched application vru-leg

← 200 OK

← 200 OK

ACK →

ACK →

RTP →

Extract Source IP, port

Handoff to new-call (bootstrap.vxml)

HTTP PING 999999999910

HTTP 200 OK SUBMIT NEW_CALL

HTTP NEW_CALL 999999999910

999999999 9910 > Max digit

Split Label=9999999999 corid=10

REQUEST INSTRUCTION
Label=999999999
CORID=10

RUN EXT SCRIPT PM,Welcome

RUN_SCRIPT_REQ
PM,Welcome
<variables

HTTP 200 OK Audio Source

Is the Audio file in RAM

HTTP welcome.wav →

← 200 OK

Playback

← RTP

Playback complete

HTTP CALL_RESULT ERROR_COCE=0

1. Das Eingangs-Gateway sendet eine INVITE-Nachricht an das CVP.
2. Das CVP wird mit 100 TRYING zurückgegeben.
3. Das CVP bestimmt, ob es sich um einen neuen Anruf oder einen VRU-Anruf handelt. Es überprüft die Länge des Digital Number Identification Service (DNIS). Wenn die DNIS-Länge kleiner oder gleich der im ICM-Subsystem definierten "Max DIGIT" ist, weiß das CVP, dass es sich um einen neuen Anruf handelt.
4. Das CVP sendet eine NEW_CALL-Anfrage an das ICM.
5. Sobald der ICM PG den NEW_CALL in die Routenanforderung konvertiert und an den ICM-Router sendet:
   - Der ICM-Router versucht, die Routenanfrage DNIS mit der gewählten Nummer abzustimmen.
   - Sobald die gewählte Nummer zugeordnet ist, ordnet ICM sie einem Anruftyp zu.
   - Nachdem der Anruftyp zugeordnet wurde, wird er einem Skript zugeordnet. Wenn das Skript jetzt ausgeführt werden soll, führt der ICM-Router das Skript aus.
   - Sobald das Skript den Knoten "Send to VRU" (An VRU senden) oder "Run Ext Script" (Ext-Skript ausführen) erreicht hat, muss der ICM den Anruf an die VRU senden. Es versucht, die richtige Netzwerk-VRU zu finden.
   - Auf Basis der gewählten Nummer findet ICM, zu welchem Kunden diese gewählte Nummer gehört.
   - Sobald der Kunde gefunden wurde, ermittelt ICM, welches Netzwerk-VRU verwendet wird.
   - Der ICM-Router wählt das für CVP RC definierte Label aus und generiert die Korrelations-ID.
6. Das CVP erhält das Label 9999999999 und die Korrelation-ID 10. Es kombiniert es und sucht nach einer Route. Da kein Proxy verwendet wird, handelt es sich um eine statische Route, die unter SIP definiert ist.
7. Das CVP sendet den Anruf 99999999910 an das VXML-Gateway.
8. Auf dem VXML-Gateway entspricht 999999999910 einem Dial-Peer, der die Anwendung bootstrap.tcl zum Aufrufen enthält.
9. Das VXML-Gateway akzeptiert den Anruf und sendet 200 OK an das CVP.
10. Das CVP gibt den 200 OK an das Eingangs-Gateway mit Secure Device Provisioning (SDP) zurück, das vom 200 OK des VXML-Gateways kopiert wurde.
11. Das Eingangs-Gateway sendet ACK an das CVP. Die Transaktion des INBOUND-Teils des Anrufs ist nun abgeschlossen.
12. Das CVP sendet ACK an das VXML-Gateway. Hier besteht eine Abhängigkeit. Wenn das INBOUND-Bein-ACK nicht empfangen wird, sendet das CVP das ACK nicht an das VXML-Gateway.
13. In der Zwischenzeit extrahiert die Bootstrap-Anwendung auf dem VXML-Gateway die SIP-Header, um herauszufinden, woher dieser Anruf stammt. Diese Informationen werden verwendet, um eine HTTP-Anfrage an das CVP zu senden.
14. Das VXML-Gateway sendet eine HTTP PING-Nachricht an dasselbe CVP, bei dem der SIP-Anruf einging.
15. Das CVP Interactive Voice Response (IVR)-Subsystem reagiert mit 200 OK.
16. Das VXML-Gateway sendet jetzt eine NEW_CALL-HTTP-Anfrage mit DNIS=999999999910 an das CVP.
17. Da der DNIS hervorragend ist, wird die "max digit" (max. Ziffer) im CVP definiert (10). Das CVP weiß, dass es sich um einen VRU-Rückruf handelt. Es teilt das Label und die Korrelations-ID auf und sendet eine ANWEISUNG zur ANFRAGE an CVP mit dem Label =

999999999, Korrelations-ID=10.

18. Basierend auf der Korrelations-ID=10 weiß ICM, auf welchem Knoten der Anruf gewartet hat. Daher wird der nächste Schritt, der "Ext Script ausführen", fortgesetzt. Es sendet "RUN_SCRIPT_REQ" als PM, Begrüßung zusammen mit anderen ECC-Variablen (Error-Correcting Code).

19. Unter Verwendung der ECC-Variablen und der Anweisung RUN_SCRIPT_REQ erstellt das CVP IVR-Subsystem das VXML-Dokument und sendet es als 200 OK zurück.

20. Das VXML-Gateway empfängt das 200 OK und bestimmt, welche Wellendatei abgespielt werden soll und von wo aus.

21. Es überprüft seinen Cache, die Datei ist nicht vorhanden, daher sendet es eine HTTP-Anfrage an den Webserver für die Datei.

22. Der Webserver sendet 200 OK mit der Audiodatei.

23. Das VXML-Gateway sendet die Audiodatei als RTP (Routing Table Protocol) an das Eingangs-Gateway.

24. Sobald das VXML-Gateway die Datei abspielt, sendet es eine weitere HTTP-Anfrage mit CALL_RESULT, ERROR_CODE=0 an CVP.

25. CVP sendet "RUN_SCRIPT_RESULT" mit ERROR_CODE=0 an ICM.

26. ICM durchläuft die erfolgreiche Verzweigung des Knotens "Ext Script ausführen" und wechselt zu "Warteschlange zur Kompetenzgruppe".

27. Jetzt muss ICM die Verbindung zum VRU-Abschnitt trennen. ICM sendet Trennung am VRU-Bein.

28. Gleichzeitig sendet ICM das CONNECT-Label 2001 an den Switch-Bereich.

29. CVP sendet 200 OK an HTTP-Anfrage des VXML-Gateways, um die Verbindung zu trennen.

30. Gleichzeitig sendet CVP BYE auf der SIP-Seite an das VXML-Gateway.

31. Nachdem der BYE an das VXML-Gateway gesendet wurde, sendet das CVP eine SIP-INVITE-Nachricht an den 91919191, die gemäß der Wählplankonfiguration an das VXML-Gateway weitergeleitet wird.

32. Sobald CVP vom VXML-Gateway für den Anruf 91919191 200 OK empfängt, sendet er Re INVITE zurück an das Eingangs-/Eingangs-Gateway des INBOUND.

33. Das Eingangs-Gateway sendet 200 OK für die neue Einladung.

34. Das CVP sendet ACK an das Eingangs-Gateway und das VXML-Gateway.

35. Der RTP-Pfad wird zwischen dem Eingangs-Gateway und dem VXML-Gateway eingerichtet, und der Kunde kann den Rückruf hören.

36. CVP sendet jetzt eine SIP-INVITE-Nachricht an CUCM für das Jahr 2001.

37. CUCM sendet ein 100 TRYING- und 180 RINGING-Ereignis. CVP verwendet die 180-RINGING-Nachricht nicht.

38. Sobald der Agent den Anruf entgegennimmt, sendet der CUCM 200 OK.

39. Dies löst mehrere Ereignisse auf CVP aus.

40. CVP sendet BYE an den VXML-Ringbackbereich 919191. CVP sendet eine erneute Einladung zurück an das Eingangs-Gateway, um den Audiopfad auf Phone (Telefon) zu ändern.

41. Das Eingangs-Gateway sendet 200 OK für die neue Einladung.

42. CVP sendet ACK an das Eingangs-Gateway sowie an CUCM.

43. Nun wird die Audioverbindung zwischen dem Eingangs-Gateway und dem IP-Telefon hergestellt.
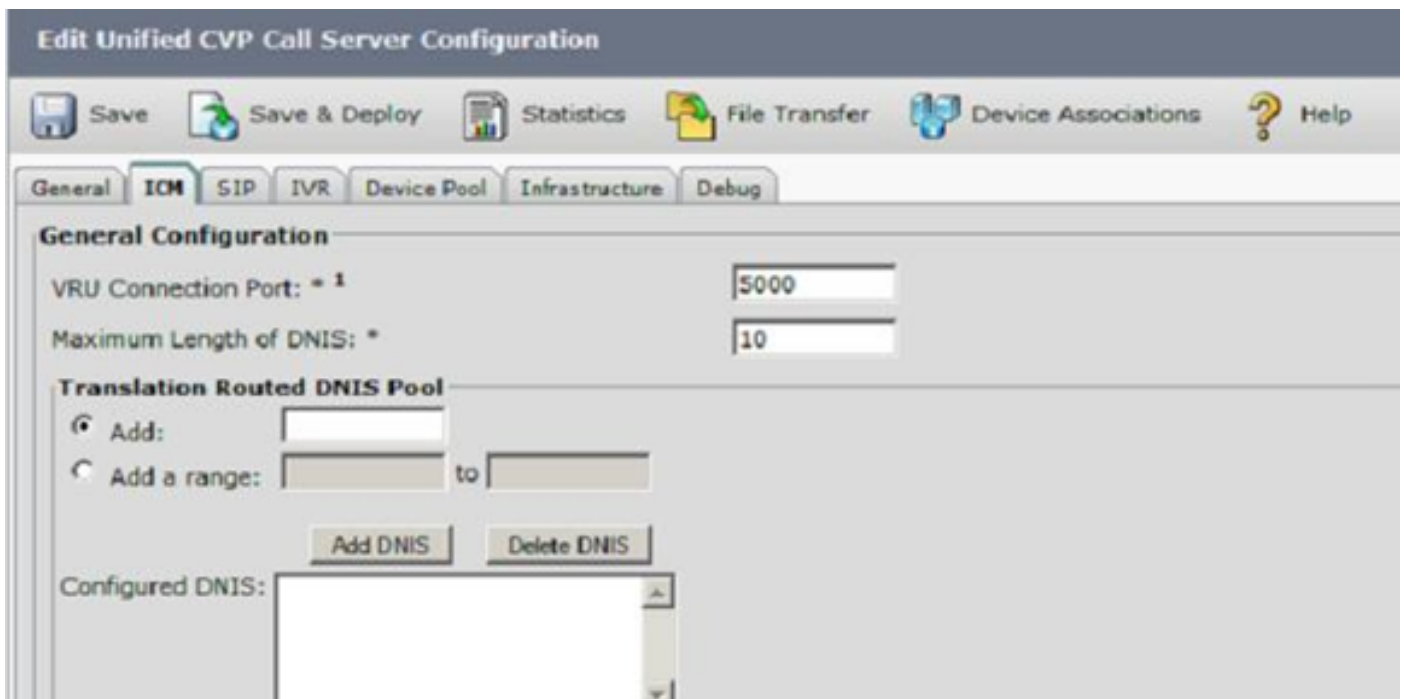
Konfiguration

Konfiguration des PSTN-Gateways

```
dial-peer voice 2000 voip
  destination-pattern 20..
  translate-outgoing called 1
  session protocol sipv2
  session target ipv4:10.66.68.169
  session transport tcp
  codec g711ulaw
  no vad
```

CVP-Konfiguration

Die "Maximum Length of DNIS" (Maximale DNIS-Länge) muss mit der Länge des VRU-Labels übereinstimmen.
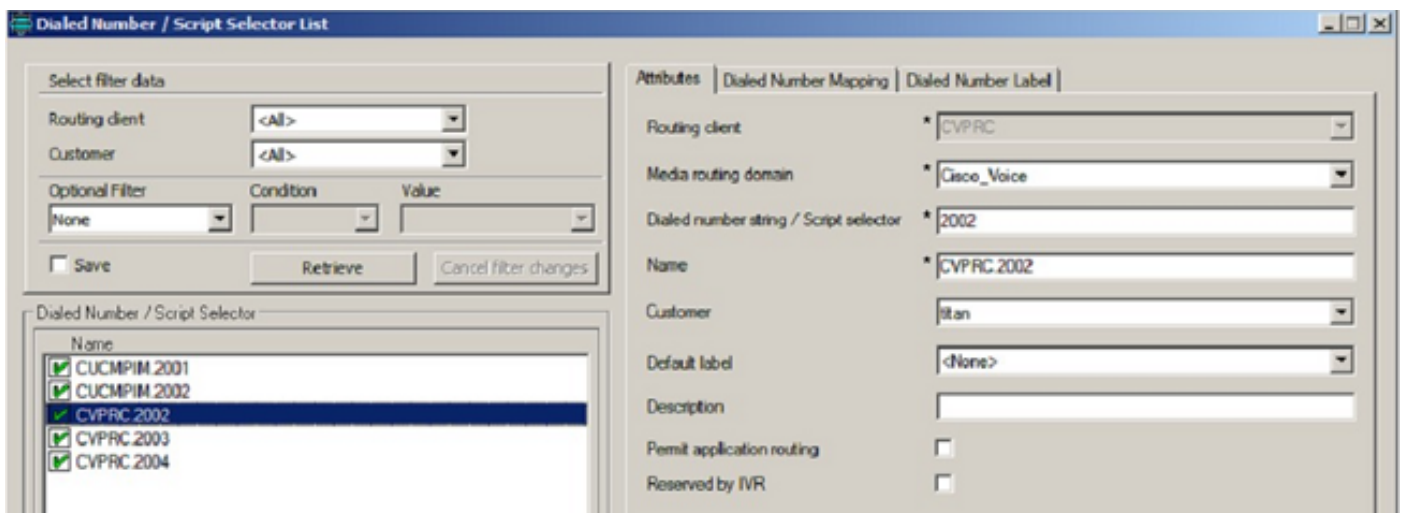

Das CVP muss entweder über eine lokale Route oder einen Proxy für das VRU-Label verfügen. Wenn "Send to Originator" konfiguriert ist, verwendet CVP das Eingangs-Gateway als VXML-Gateway.
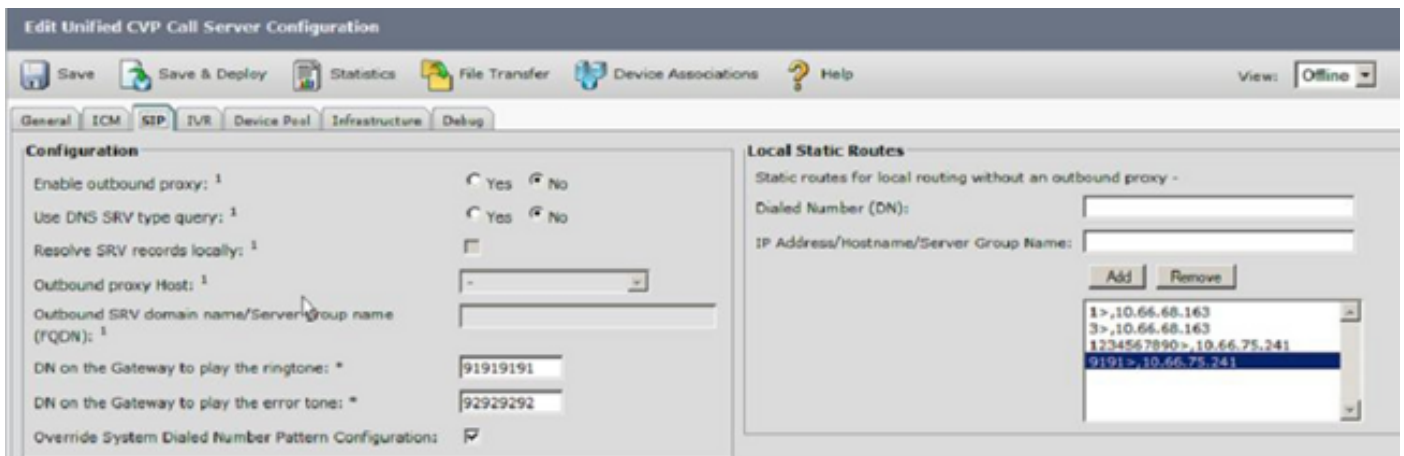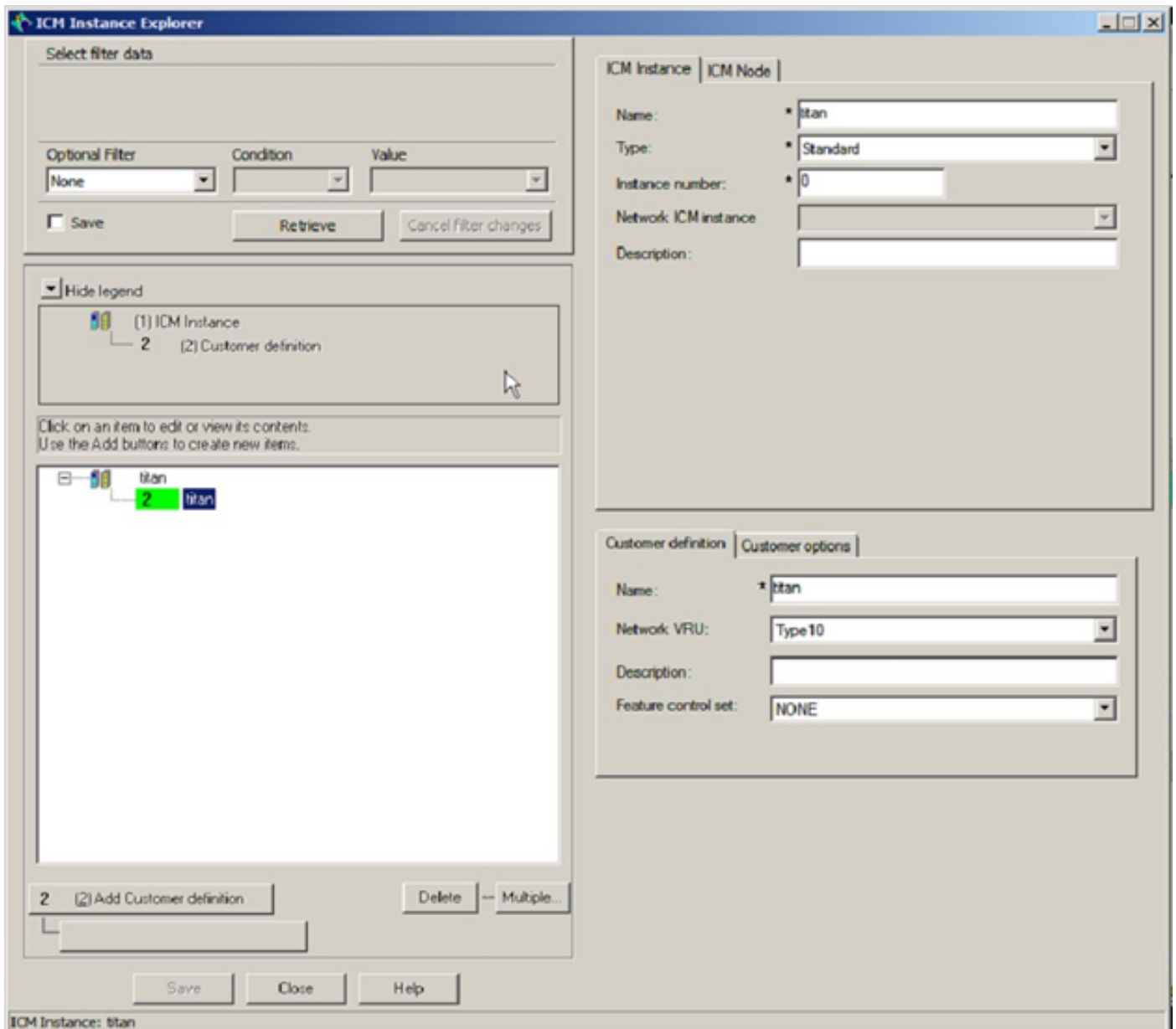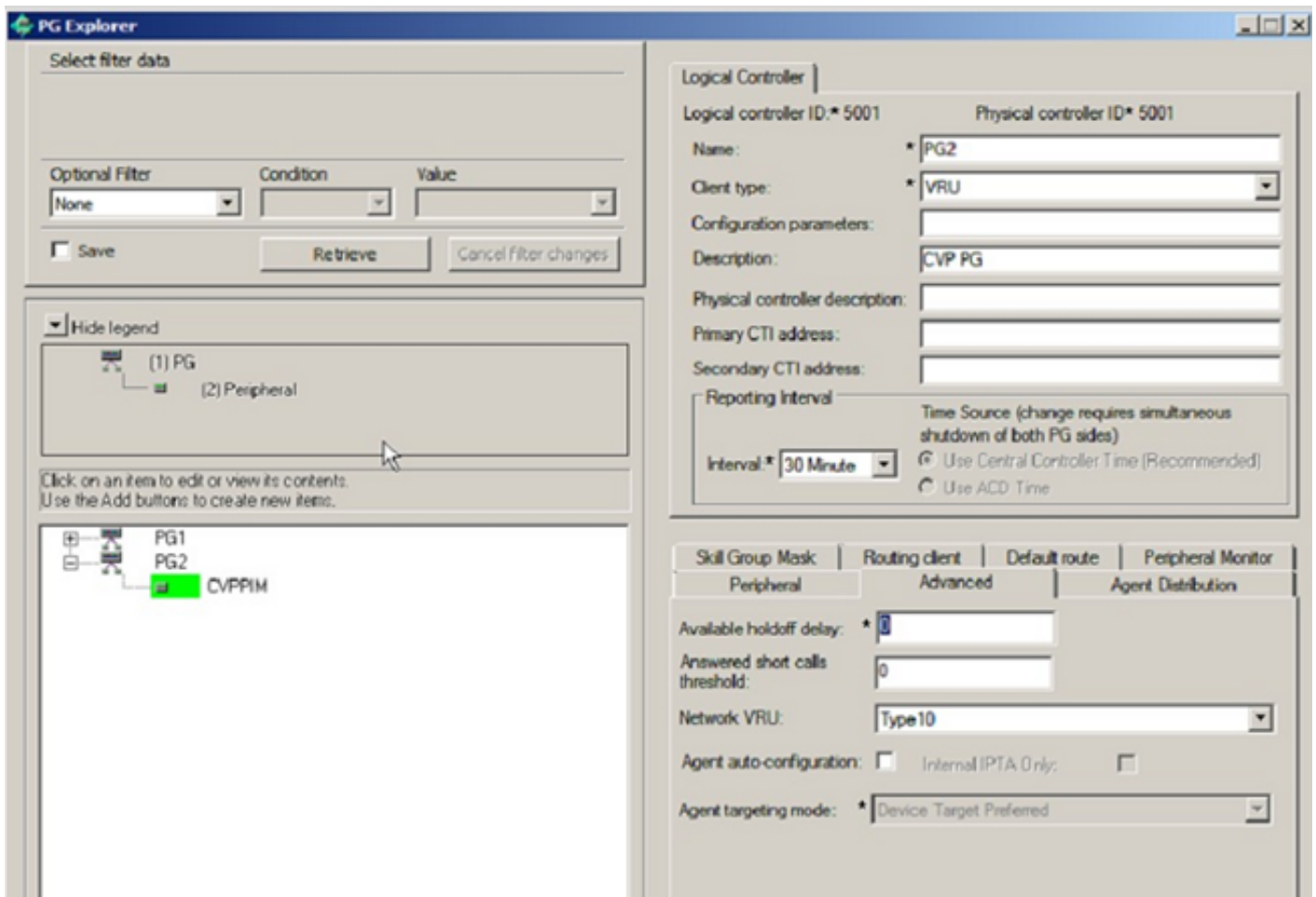
ICM-Konfiguration

Die gewählte Nummer muss mit einem Kunden verknüpft sein. Es wird empfohlen, einen Kunden auch für den Anruftyp zuzuweisen.
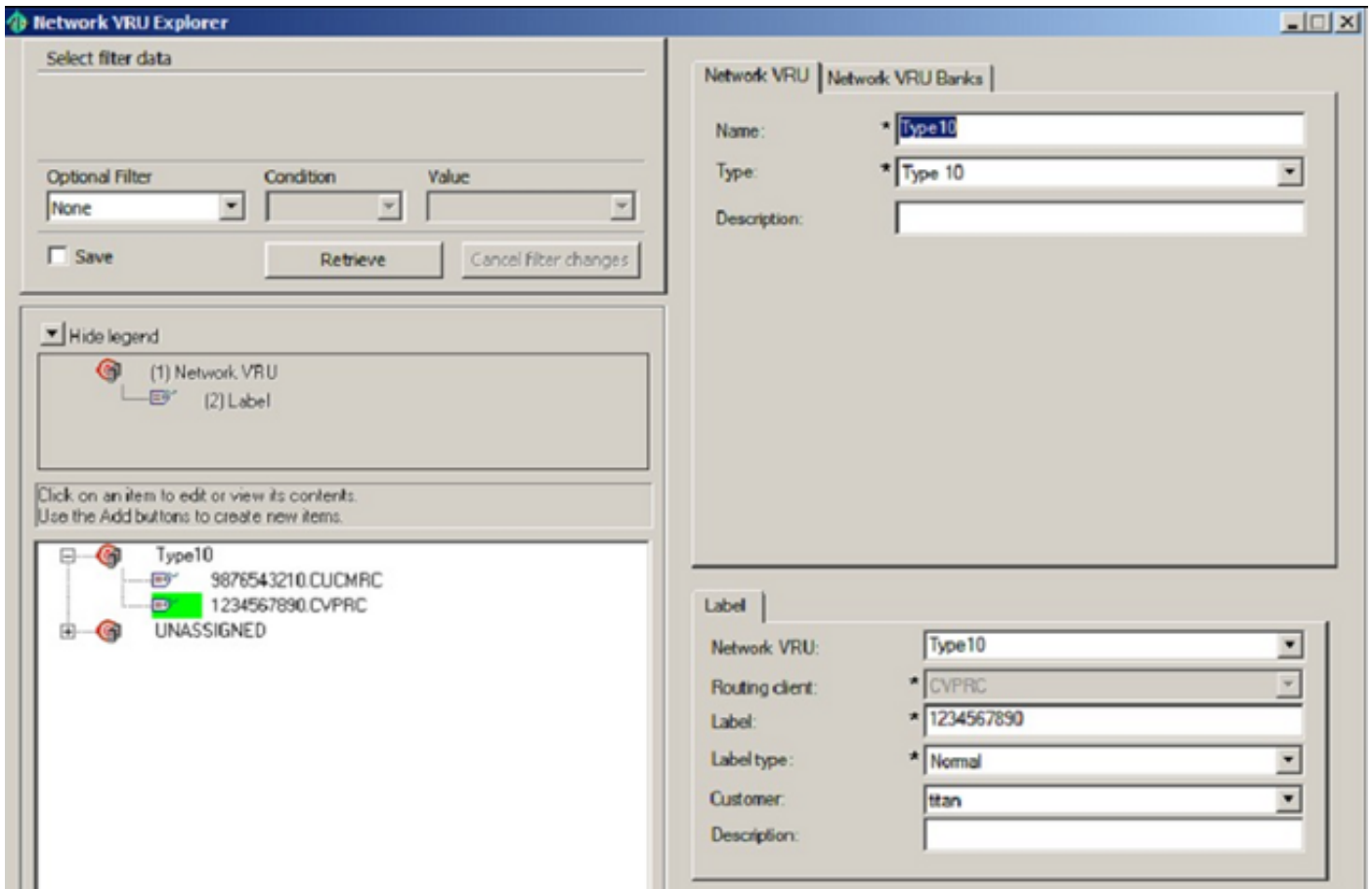

Der Kunde/die Instanz muss mit der Netzwerk-VRU verknüpft werden.

Dem CVP PG/Routing-Client muss eine Netzwerk-VRU zugeordnet sein.

Das Netzwerk-VRU Typ 10 muss konfiguriert werden. Alle CVP PGs müssen mit einem Label versehen sein. Die Länge des Labels muss mit der Konfiguration "MAX length of DNIS" im CVP übereinstimmen.

Das Netzwerk-VRU-Skript muss dem Netzwerk-VRU zugeordnet werden.
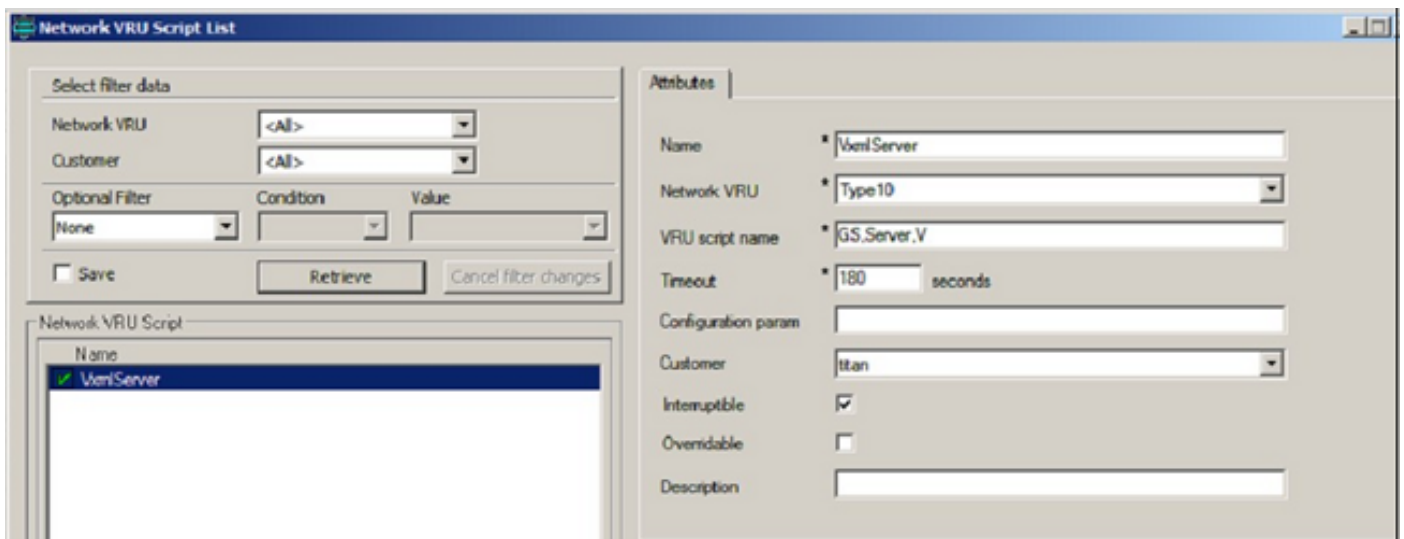
VXML-Gateway-Konfiguration

TCL-Anwendungen (Tool Command Language) müssen konfiguriert werden. Entsprechende Anwendungen müssen DFÜ-Peers zugeordnet werden. Die "Kopfzeilenübergabe" muss konfiguriert werden. Cvphost muss in der Bootstrap-Anwendung konfiguriert werden.

```
application
 service new-call flash:bootstrap.vxml
  paramspace english language en
  paramspace english index 0
  paramspace english location flash
  paramspace english prefix en
 !
 service ringback flash:ringtone.tcl
 !
 service ringtone flash:ringtone.tcl
  paramspace english index 0
  paramspace english language en
  paramspace english location flash
  paramspace english prefix en
 !
 service cvperror flash:cvperror.tcl
  paramspace english index 0
  paramspace english language en
  paramspace english location flash
  paramspace english prefix en
 !
 service bootstrap flash:bootstrap.tcl
  paramspace english index 0
  paramspace english language en
  paramspace english location flash
  paramspace english prefix en
 !
 service handoff flash:handoff.tcl
  paramspace english language en
  paramspace english index 0
  paramspace english location flash
  paramspace english prefix en
 !
```

```
dial-peer voice 999 voip
 service bootstrap
 session protocol sipv2
 session target sip-server
 incoming called-number 1234567890
 voice-class codec 1
 no vad
!
dial-peer voice 9191 voip
 service ringtone
 session protocol sipv2
 incoming called-number 91919191
 voice-class codec 1
 no vad
!
dial-peer voice 9292 voip
 service cvperror
 session protocol sipv2
 incoming called-number 92929292
 voice-class codec 1
 no vad
```

```
voice service voip
 sip
  bind control source-interface GigabitEthernet0/1
  bind media source-interface GigabitEthernet0/1
  header-passing
!
```

Fehlerbehebung

Da in diesem Dokument die Fehlerbehebung für das Problem "Senden an VRU" und/oder "Ausführen von Ext Script" erläutert wird, nehmen Sie an, dass der Anruf vom PSTN bereits im ICM erfolgt, und ICM greift auf den Knoten "An VRU senden". Die Methode besteht darin, jeden Schritt des Anrufflusses zu untersuchen, der schief gehen kann, und das Ergebnis und dessen Aussehen zu untersuchen. Diese Details werden in der Übung verwendet.

```
IP Addressing:

CVP - 10.66.68.169
VXML Gateway - 10.66.75.241
CUPS Proxy - 10.66.68.164
CUCM - 10.66.68.163
```

```
Label:

Dialed Number - 2002 and 2003
VRU label for CVP - 1234567890
VRU label for CUCM - 9876543210
SIG Digits - 606

Debug:

            ICM - Route Request, Script Selects, Network VRU Tracing, Call
Queuing

            CVP - Debug41

            IOS - debug voip ccapi inout, debug ccsip message, debug voip
application vxml, debug voip application tcl commands, debug http msg
```

Ausgabe 1: ICM findet das VRU-Label nicht

Kein Kunde definiert auf der gewählten Nummer

```
12:41:02:591 ra-rtr Trace: (763757 x 0 : 0 0) NewCall: CID=(150429,204),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=012:41:02:591
ra-rtr Trace: (763757 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.12:41:02:591 ra-rtr Trace: (763757 x 0 : 0 0) Customer not found for dialed
number (2003) - using default.
12:41:02:591 ra-rtr No network VRU is configured for dialed number
CVPRC.2003(ID:5003)
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) No network VRU is configured for
dialed number CVPRC.2003(ID:5003)
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Dialog RunScript node - connect to
vru failed. - marking it as unavailable
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) RouteComplete:
12:41:02:592 ra-rtr Trace:      Route: CID=(150429,204), Labels=0
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Deleting Dialog.
12:41:02:599 ra-rtr Trace: For message (9) from routing client CVPRC (ID 5001)
could not find dialog id (763757).

10356206: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr: 4046731059-0268435770-1607086881
-0172115113, Generated a new CVP-ID hdr : F13437331000013A5FCA33210A4244A9
10356207: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID =
ldoycbefrqsphso - [INBOUND]: Call is missing an RPID header.
No survivability in use.10356208: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800:
%CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID =
ldoycbefrqsphso - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
```

sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356209: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F13437331000013A5FCA33210A4244A9
legid=ldoycbefrqsphso dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
12:41:02 PST 2012 video=false cachecallcontext = false is_postcallsurvey = false
RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
10356210: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL (JMSDestination)=
Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666462003 >>BODY: replyto=true
callguid=F13437331000013A5FCA33210A4244A9 ani=1231234 dnis=2003 timezone=
America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=10.66.68.157 calldate=
Sun Nov 11 12:41:02 PST 2012 calltypeid=4 localOffset=-480 calllegid=
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=true cursor=-1
10678137: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-8-ICM-3810659} CALLGUID = F13437331000013A5FCA33210A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL],   ssId=SYS_SIP1,
mediaType=,   location=,   locationpkid=,   locationsiteid=,
srcaddr=10.66.68.157,   pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647,   sipheader=,   rckey=,   rcday=,
rcseq=,   uui=,   calltypeid=4,   CallContext:,   user.media.id:
F13437331000013A5FCA33210A4244A9,, LEGID = null, DNIS = -1, ANI = -1 10678138:
10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-8-ICM-3810659} CALLGUID = F13437331000013A5FCA33210A4244A9 -
New call 10678139: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800:
%CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-8-ICM-3810659} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL],   dialogueId=763757,   sendSeqNo=1,   trunkGroupId=100,
trunkNumber=0,   serviceId=1,   dialedNumber=2003,   uui=,
callguid=F13437331000013A5FCA33210A4244A9,   rckey=,   rcday=,   rcseq=,
location=,   locationpkid=,   pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647,   sipheader=,
CallContext:,   user.media.id: F13437331000013A5FCA33210A4244A9,
user.cvp_server_info: 10.66.68.169,,
10678140: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-426-ICM-3810660} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Processing ,,
[ICM_RELEASE],   dialogueId=763757,   sendSeqNo=1,   cause=NORMAL_CALL_
CLEARING,, LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234
10678141: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-426-ICM-3810660} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Publishing ,,
[MsgBus:DISCONNECT],   ssId=SYS_SIP1,   cause=NORMAL_CALL_CLEARING,,
LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234
10356211: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} MessagingWorker:run: CALLGUID =
F13437331000013A5FCA33210A4244A9 LEGID = ldoycbefrqsphso - [INBOUND]
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352666462018
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F13437331000013A5FCA33210A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=false cursor=-1
10356212: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:

```
{Thrd=pool-1-thread-200-SIP-2705753} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352666462018 >>BODY: callguid=F13437331000013A5FCA33210A4244A9
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles version=CVP_9_0
calldate=Sun Nov 11 12:41:02 PST 2012 localOffset=-480 eventid=6 calllegid=
ldoycbefrqsphso  >>STATE: isTabular=false isWriteable=true cursor=-1
10356213: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9
LEGID = ldoycbefrqsphso - [INBOUND] DURATION (msecs) = 15 - HANGUP with
Call History
10356214: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9
LEGID = ldoycbefrqsphso - [INBOUND]: No Dialog Responding: No final response
on this leg.
10678142: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT],   ssId=SYS_SIP1,   eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003,
ANI = 1231234
10678143: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT],   dialogueId=763757,   sendSeqNo=2,   eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003,
ANI = 1231234
10678144: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Deleted dialogue.
Duration: 0 hrs, 0 mins, 0 secs, 15 msecs
10678145: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID = F13437331000013A5FCA33210A4244A9
- Deleted call.  Duration: 0 hrs, 0 mins, 0 secs, 15 msecs
10678146: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F13437331000013A5FCA33210A4244A9 -
Call will not be cached for post call survey
10678147: 10.66.68.169: Nov 11 2012 12:41:14.982 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=ICM Garbage Collector} CALLGUID = F13437331000013A5FCA33210A4244A9,
DLGID = 763757 [SIP_LEG] - Purged dialogue.
```

Analyse

ICM wählt das Netzwerk-VRU basierend auf der Kundeninstanz der gewählten Nummer aus.
Wenn die gewählte Nummer keine Kundeninstanz hat, findet ICM kein Netzwerk-VRU-Label für
den Anruf. ICM sendet "RELEASE" an CVP.

Kein "Netzwerk-VRU" definiert für Kunde

```
12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) NewCall: CID=(150429,205),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
```

12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) Dialog RunScript node - connecting to VRU now.

12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) Customer (1) has no valid network vru defined - using default.

12:44:46:127 ra-rtr No network VRU is configured for dialed number CVPRC.2003(ID:5003)

12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) No network VRU is configured for dialed number CVPRC.2003(ID:5003)

12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) Dialog RunScript node - connect to vru failed. - marking it as unavailable

12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) RouteComplete:

12:44:46:128 ra-rtr Trace: Route: CID=(150429,205), Labels=0

12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) Dialog sending release call message to Routing Client ID(5001).

12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) Deleting Dialog.

12:44:46:135 ra-rtr Trace: For message (9) from routing client CVPRC (ID 5001) could not find dialog id (763758).

10356215: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4046954575-0268435770-
0758945381-0172115113, Generated a new CVP-ID hdr :
F137A04F1000013A2D3C96650A4244A9 10356216: 10.66.68.169: Nov 11 2012
12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:{Thrd=DATAI.11}
CALLGUID = F137A04F1000013A2D3C96650A4244A9 LEGID = igxjkbnqsdkkmey -
[INBOUND]: Call is missing an RPID header. No survivability in use.
10356217: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F137A04F1000013A2D3C96650A4244A9
LEGID = igxjkbnqsdkkmey - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356218: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F137A04F1000013A2D3C96650A4244A9
legid=igxjkbnqsdkkmey dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
12:44:45 PST 2012 video=false cachecallcontext = false is_postcallsurvey =
false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
10356219: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666685519 >>BODY:
replyto=true callguid=F137A04F1000013A2D3C96650A4244A9 ani=1231234 dnis=2003
timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=10.66.68.157
calldate=Sun Nov 11 12:44:45 PST 2012 calltypeid=4 localOffset=-480 calllegid=
igxjkbnqsdkkmey >>STATE: isTabular=false isWriteable=true cursor=-1
10678148: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:,   user.media.id: F137A04F1000013A2D3C96650A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
10678149: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =

```
F137A04F1000013A2D3C96650A4244A9 - New call
10678150: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL],   dialogueId=763758,   sendSeqNo=1,   trunkGroupId=100,
trunkNumber=0,   serviceId=1,   dialedNumber=2003,   uui=,
callguid=F137A04F1000013A2D3C96650A4244A9,   rckey=,   rcday=,   rcseq=,
location=,   locationpkid=,   pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647,   sipheader=,   CallContext:,
user.media.id: F137A04F1000013A2D3C96650A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = igxjkbnqsdkkmey, DNIS = 2003,
ANI = 1231234
10678151: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-388-ICM-3810663} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Processing ,,
[ICM_RELEASE],   dialogueId=763758,   sendSeqNo=1,
cause=NORMAL_CALL_CLEARING,, LEGID = igxjkbnqsdkkmey, DNIS = 2003,
ANI = 1231234
10678152: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-388-ICM-3810663} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Publishing ,,
[MsgBus:DISCONNECT],   ssId=SYS_SIP1,   cause=NORMAL_CALL_CLEARING,,
LEGID = igxjkbnqsdkkmey, DNIS = 2003, ANI = 1231234
10356220: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} MessagingWorker:run: CALLGUID =
F137A04F1000013A2D3C96650A4244A9 LEGID = igxjkbnqsdkkmey -
[INBOUND] ICM Disconnecting the call with : >>HEADERS:
(JMSType)=MsgBus:DISCONNECT (JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1)
(JMSTimestamp)=1352666685535
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F137A04F1000013A2D3C96650A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
igxjkbnqsdkkmey
>>STATE: isTabular=false isWriteable=false cursor=-1
10356221: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352666685535 >>BODY: callguid=F137A04F1000013A2D3C96650A4244A9
RouterCallKeySent=false causecode=1 timezone=America/
Los_Angeles version=CVP_9_0 calldate=Sun Nov 11 12:44:45 PST 2012
localOffset=-480 eventid=6 calllegid=igxjkbnqsdkkmey >>STATE:
isTabular=false isWriteable=true cursor=-1
10356222: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} CALLGUID = F137A04F1000013A2D3C96650A4244A9
LEGID = igxjkbnqsdkkmey - [INBOUND] DURATION (msecs) = 16 - HANGUP
with Call History
10356223: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} CALLGUID = F137A04F1000013A2D3C96650A4244A9
LEGID = igxjkbnqsdkkmey - [INBOUND]: No Dialog Responding: No final response
on this leg.
10678153: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Processing ,,
```

```
[MsgBus:CALL_STATE_EVENT],   ssId=SYS_SIP1,   eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,,, LEGID = igxjkbnqsdkkmey, DNIS = 2003,
ANI = 1231234
10678154: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT],   dialogueId=763758,
sendSeqNo=2,   eventId=DISCONNECT,   causeCode=NORMAL_COMPLETION,,
LEGID = igxjkbnqsdkkmey, DNIS = 2003, ANI = 1231234
10678155: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Deleted dialogue.
Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
10678156: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9 - Deleted call.  Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
10678157: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F137A04F1000013A2D3C96650A4244A9 -
Call will not be cached for post call survey
10678158: 10.66.68.169: Nov 11 2012 12:44:58.062 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=ICM Garbage Collector} CALLGUID = F137A04F1000013A2D3C96650A4244A9,
DLGID = 763758 [SIP_LEG] - Purged dialogue.
```

Analyse

Sobald ICM eine gültige Kundeninstanz von der gewählten Nummer findet, sucht es nach der Netzwerk-VRU für diese ICM-Instanz. Wenn keine Netzwerk-VRU definiert ist, findet ICM das Netzwerk-VRU-Label nicht. ICM sendet "RELEASE" an CVP.

Kein VRU-Label für Routing-Client

```
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) NewCall: CID=(150429,206),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Correlation id for dialog
is (8902).
12:47:24:213 ra-rtr No label configured on network VRU Type10(ID:5000)
for routing client CVPRC(ID:5001).
12:47:24:213 ra-rtr Trace: (763759 x 8902 : 0 0) No label configured on
network VRU Type10(ID:5000) for routing client CVPRC(ID:5001).
12:47:24:213 ra-rtr Trace: (763759 x 8902 : 0 0) Dialog RunScript node -
connect to vru failed. - marking it as unavailable
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) RouteComplete:
12:47:24:213 ra-rtr Trace:      Route: CID=(150429,206),
Labels=012:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
12:47:24:214 ra-rtr Trace: (763759 x 0 : 0 0) Deleting Dialog.
```

```
12:47:24:221 ra-rtr Trace: For message (9) from routing client CVPRC (ID 5001)
could not find dialog id (763759).


10356224: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4047112666-0268435770-
1119757218-0172115113, Generated a new CVP-ID hdr :
F13A09DA1000013A42BE23A20A4244A9
10356225: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F13A09DA1000013A42BE23A20A4244A9 LEGID =
oqexcflszqejdij - [INBOUND]: Call is missing an RPID header.
No survivability in use.
10356226: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F13A09DA1000013A42BE23A20A4244A9 LEGID =
oqexcflszqejdij - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356227: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F13A09DA1000013A42BE23A20A4244A9
legid=oqexcflszqejdij dn=2003 ani=1231234 uui=null calldate=
Sun Nov 11 12:47:23 PST 2012 video=false cachecallcontext = false is_
postcallsurvey = false
RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber
= null
10356228: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666843610 >>BODY:
replyto=true callguid=F13A09DA1000013A42BE23A20A4244A9 ani=1231234 dnis=2003
timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=10.66.68.157
calldate=Sun Nov 11 12:47:23 PST 2012 calltypeid=4 localOffset=-480
calllegid=oqexcflszqejdij >>STATE: isTabular=false isWriteable=true cursor=-1
10678159: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL],   ssId=SYS_SIP1,   mediaType=,   location=,
locationpkid=,   locationsiteid=,   srcaddr:10.66.68.157,
pstntrunkgroupid=10.66.68.157 ,   pstntrunkgroupchannelnum=2147483647,
sipheader=,   rckey=,   rcday=,   rcseq=,   uui=,   calltypeid=4,
CallContext:,    user.media.id: F13A09DA1000013A42BE23A20A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
10678160: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 - New call
10678161: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL],   dialogueId=763759,   sendSeqNo=1,   trunkGroupId=100,
trunkNumber=0,   serviceId=1,   dialedNumber=2003,   uui=,
callguid=F13A09DA1000013A42BE23A20A4244A9,   rckey=,   rcday=,
rcseq=, location=,   locationpkid=,   pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647,   sipheader=,   CallContext:,
user.media.id: F13A09DA1000013A42BE23A20A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678162: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
```

```
{Thrd=pool-1-thread-412-ICM-3810666} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Processing ,,
[ICM_RELEASE],   dialogueId=763759,    sendSeqNo=1,
cause=NORMAL_CALL_CLEARING,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678163: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-412-ICM-3810666} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Publishing ,,
[MsgBus:DISCONNECT],   ssId=SYS_SIP1,   cause=NORMAL_CALL_CLEARING,,
LEGID = oqexcflszqejdij, DNIS = 2003, ANI = 1231234
10356229: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} MessagingWorker:run: CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 LEGID = oqexcflszqejdij - [INBOUND] ICM
Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352666843610
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F13A09DA1000013A42BE23A20A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=oqexcflszqejdij  >>STATE: isTabular=false isWriteable=false
cursor=-1
10356230: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352666843610 >>BODY: callguid=F13A09DA1000013A42BE23A20A4244A9
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Sun Nov 11 12:47:23 PST 2012 localOffset=-480
eventid=6 calllegid=oqexcflszqejdij  >>STATE: isTabular=false
isWriteable=true cursor=-1
10356231: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 LEGID = oqexcflszqejdij - [INBOUND]
DURATION (msecs) = 0 - HANGUP with Call History
10356232: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} CALLGUID = F13A09DA1000013A42BE23A20A4244A9
LEGID = oqexcflszqejdij - [INBOUND]: No Dialog Responding: No final response
on this leg.
10678164: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT],   ssId=SYS_SIP1,   eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678165: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT],   dialogueId=763759, sendSeqNo=2,   eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678166: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Deleted
dialogue. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs
10678167: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
```

```
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 - Deleted call.  Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
10678168: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F13A09DA1000013A42BE23A20A4244A9 -
Call will not be cached for post call survey
10678169: 10.66.68.169: Nov 11 2012 12:47:40.442 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=ICM Garbage Collector} CALLGUID = F13A09DA1000013A42BE23A20A4244A9,
DLGID = 763759 [SIP_LEG] - Purged dialogue.
```

Analyse

Selbst wenn ICM eine Netzwerk-VRU findet, muss der Typ 10 sein, und für den Routing-Client,
von dem der Anruf eingeht, muss ein Label konfiguriert sein. ICM sendet "RELEASE" an CVP.

PG hat kein "Netzwerk-VRU" konfiguriert


```
11:10:15:548 ra-rtr Trace: (16 x 0 : 0 0) NewCall: CID=(150430,211), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
11:10:15:548 ra-rtr No NetworkVRU configured for peripheral for VRU capable
call on dialed number 2003 from PG routing client CVPRC (ID 5001).
11:10:15:549 ra-rtr Trace: (16 x 0 : 0 0) No NetworkVRU configured for
peripheral for VRU capable call on dialed number 2003 from PG routing client
CVPRC (ID 5001).
11:10:15:549 ra-rtr Trace: (16 x 0 : 0 0) Dialog sending dialog fail
reason (11)
11:10:15:549 ra-rtr Trace: Router sending dialog fail reason (11) for
dialog (16).
11:10:15:549 ra-rtr Trace: (16 x 0 : 0 0) Deleting Dialog.

532: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Generated a new CISCO-GUID hdr : 4127686264-0268435770-
1736168361-0172115113, Generated a new CVP-ID hdr :
F6077E781000013A677BD3A90A4244A9
533: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} CALLGUID = F6077E781000013A677BD3A90A4244A9 LEGID =
nxkrgvgqvymyrtt - [INBOUND]: Call is missing an RPID header.
No survivability in use.
534: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.6} CALLGUID = F6077E781000013A677BD3A90A4244A9 LEGID =
nxkrgvgqvymyrtt - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169
FromURI sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
535: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} NEW CALL with guid=F6077E781000013A677BD3A90A4244A9
legid=nxkrgvgqvymyrtt dn=2003 ani=1231234 uui=null calldate=
Mon Nov 12 11:10:17 PST 2012 video=false cachecallcontext = false is_
postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
536: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
```

(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352747417208
>>BODY: replyto=true callguid=F6077E781000013A677BD3A90A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Mon Nov 12 11:10:17 PST 2012
calltypeid=4 localOffset=-480 calllegid=nxkrgvgqvymyrtt
>>STATE: isTabular=false isWriteable=true cursor=-1
421: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:,
user.media.id: F6077E781000013A677BD3A90A4244A9,, LEGID = null, DNIS = -1,
ANI = -1
422: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9
- New call
423: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=16,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F6077E781000013A677BD3A90A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id: F6077E781000013A677BD3A90A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = nxkrgvgqvymyrtt, DNIS = 2003,
ANI = 1231234
424: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-113-ICM-113} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Processing ,, [ICM_DIALOGUE_FAILURE_EVENT],
dialogueId=16, sendSeqNo=1, errorCode = E_UNSPECIFIED_FAILURE,,
LEGID = nxkrgvgqvymyrtt, DNIS = 2003, ANI = 1231234
425: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-113-ICM-113} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [MsgBus:DIALOGUE_FAILURE], ssId=SYS_SIP1,
errorCode=E_UNSPECIFIED_FAILURE,, LEGID = nxkrgvgqvymyrtt, DNIS = 2003,
ANI = 1231234
537: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrgvgqvymyrtt - [INBOUND] - DIALOGUE_FAILURE from ICM Router
sends 404 rejection to call. errorcode=15 [id:5004]
538: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352747417208 >>BODY: callguid=F6077E781000013A677BD3A90A4244A9
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles version=CVP_9_0
calldate=Mon Nov 12 11:10:17 PST 2012 localOffset=-480 eventid=6
calllegid=nxkrgvgqvymyrtt >>STATE: isTabular=false isWriteable=true cursor=-1
539: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrgvgqvymyrtt - [INBOUND] DURATION (msecs) = 0 - HANGUP with Call
History

```
540: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR:  CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrgvgqvymyrtt - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 0 and
Call History : [id:5004]
541: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} Using Outbound Proxy for
sip:92929292@10.66.68.164:5060
542: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrgvgqvymyrtt - [INBOUND] REDIRECTING with 302 response.
426: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],   ssId=SYS_SIP1,
eventId=DISCONNECT,   causeCode=NORMAL_COMPLETION,, LEGID = nxkrgvgqvymyrtt,
DNIS = 2003, ANI = 1231234
427: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],   dialogueId=16,
sendSeqNo=2,   eventId=DISCONNECT,   causeCode=NORMAL_COMPLETION,,
LEGID = nxkrgvgqvymyrtt, DNIS = 2003, ANI = 1231234
428: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
429: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9 -
Deleted call.  Duration: 0 hrs, 0 mins, 0 secs, 0 msecs
430: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F6077E781000013A677BD3A90A4244A9 - Call will not be cached for post
call survey
```

Analyse

Bevor ein Anruf an die Netzwerk-VRU gesendet wird, muss die ICM wissen, ob der Routing-Client über eine Netzwerk-VRU-Funktion verfügt. Zu diesem Zweck muss für den Routing-Client-PG ein Netzwerk-VRU konfiguriert sein, das Typ 10 (oder Typ 5 für die ältere Konfiguration) sein muss. ICM sendet "Dialog Failure" an das CVP.

Ausgabe 2: CVP hat keine Route für VRU-Label

```
13:02:50:156 ra-rtr Trace: (763764 x 0 : 0 0) NewCall: CID=(150429,210),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
CALLGUID = F6077E781000013A677BD3A90A4244A9 - Call will not be cached for post
call survey
13:02:50:156 ra-rtr Trace: (763764 x 0 : 0 0) Correlation id for dialog is
(8906).
13:02:50:156 ra-rtr Trace: (763764 x 8906 : 0 0) TransferToVRU: Label=1234567890,
```

CorID=8906, VRUID=5000, RCID=5001

13:02:50:156 ra-rtr Trace: (763764 x 8906 : 0 0) TransferConnect sent. Dialog pending.

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) ReRoute: Reason=1 CallState=1.

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog handling a reroute request

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog resuming (ReRoute requested.) status (1)

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) RouteComplete:

13:02:50:162 ra-rtr Trace: Route: CID=(150429,210), Labels=0

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog sending release call message to Routing Client ID(5001).

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Deleting Dialog.

10356431: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4048038573-0268435770-2049164156-0172115113, Generated a new CVP-ID hdr : F1482AAD1000013A7A23C37C0A4244A9

10356432: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.11} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]: Call is missing an RPID header.
No survivability in use.

10356433: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-PARAM: {Thrd=DATAI.11} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false

10356434: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.11} NEW CALL with guid=F1482AAD1000013A7A23C37C0A4244A9 legid=vzhaijmlktklgum dn=2003 ani=1231234 uui=null calldate= Sun Nov 11 13:02:49 PST 2012 video=false cachecallcontext = false is_ postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null

10356435: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL (JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352667769517
>>BODY: replyto=true callguid=F1482AAD1000013A7A23C37C0A4244A9 ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=10.66.68.157 calldate=Sun Nov 11 13:02:49 PST 2012 calltypeid=4 localOffset=-480 calllegid=vzhaijmlktklgum
>>STATE: isTabular=false isWriteable=true cursor=-1

10678260: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-177-ICM-3810693} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9, DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL],   ssId=SYS_SIP1,   mediaType=,   location=, locationpkid=,   locationsiteid=,   srcaddr=10.66.68.157,

pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F1482AAD1000013A7A23C37C0A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
10678261: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 - New call
10678262: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=763764, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=F1482AAD1000013A7A23C37C0A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: F1482AAD1000013A7A23C37C0A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = vzhaijmlktklgum, DNIS = 2003,
ANI = 1231234
10678263: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-142-ICM-3810694} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] -
Processing ,, [ICM_TEMPORARY_CONNECT], dialogueId=763764,
sendSeqNo=1, label=1234567890, correlationId=8906,
callguid=F1482AAD1000013A7A23C37C0A4244A9, rckey=210, rcday=150429,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = vzhaijmlktklgum, DNIS = 2003, ANI = 1231234
10678264: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-142-ICM-3810694} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8906, command=null,
rckey=210, rcday=150429, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = vzhaijmlktklgum,
DNIS = 2003, ANI = 1231234
10356436: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352667769517
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9 RouterCallKey=210

floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=8906 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150429
labeltype=-1 label=12345678908906 localOffset=-480 calllegid=vzhaijmlktklgum
>>STATE: isTabular=false isWriteable=false cursor=-1
10356437: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for
making calls to [12345678908906]. Please add this route. [id:5010]
10356438: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlktklgum - [INBOUND]: Destination URL is null, cannot make
the transfer. [id:5004]
10356439: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352667769517 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9
RouterCallKey=210 RouterCallKeySent=false causecode=0 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:49 PST 2012
label=12345678908906 localOffset=-480 eventid=1 calllegid=vzhaijmlktklgum
>>STATE: isTabular=false isWriteable=true cursor=-1
10356440: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlktklgum - [INBOUND]: Waiting 2000 millisecs before terminating.
10678265: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-404-ICM-3810695} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=CONNECT_FAILURE,
causeCode=NONE,, LEGID = vzhaijmlktklgum, DNIS = 2003, ANI = 1231234
10678266: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-404-ICM-3810695} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=763764, sendSeqNo=2,
eventId=CONNECT_FAILURE, causeCode=NONE,, LEGID = vzhaijmlktklgum,
DNIS = 2003, ANI = 1231234
10678267: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-155-ICM-3810696} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Processing ,,
[ICM_RELEASE], dialogueId=763764, sendSeqNo=2,
cause=NORMAL_CALL_CLEARING,, LEGID = vzhaijmlktklgum, DNIS = 2003,

ANI = 1231234

10678268: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-155-ICM-3810696} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[MsgBus:DISCONNECT],   ssId=SYS_SIP1,   cause=NORMAL_CALL_CLEARING,,
LEGID = vzhaijmlktklgum, DNIS = 2003, ANI = 1231234
10356441: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-9-SIP-2705891} MessagingWorker:run:
CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352667769517
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F1482AAD1000013A7A23C37C0A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=vzhaijmlktklgum >>STATE: isTabular=false isWriteable=false
cursor=-1
10356442: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-9-SIP-2705891} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352667769517 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9
RouterCallKey=210 RouterCallKeySent=true causecode=1
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:49 PST 2012
label=12345678908906 localOffset=-480 eventid=6 calllegid=vzhaijmlktklgum
>>STATE: isTabular=false isWriteable=true cursor=-1
10678269: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT],   ssId=SYS_SIP1,   eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = vzhaijmlktklgum, DNIS = 2003,
ANI = 1231234
10678270: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT],   dialogueId=763764,   sendSeqNo=3,   eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = vzhaijmlktklgum, DNIS = 2003,
ANI = 1231234
10678271: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Deleted
dialogue. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs
10678272: 10.66.68.169: Nov 11 2012 13:02:49.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,
0 secs, 15 msecs

10678273: 10.66.68.169: Nov 11 2012 13:02:49.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 -
Call will not be cached for post call survey
10356443: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlktklgum - [INBOUND] DURATION (msecs) = 2012 - HANGUP with
Call History12345678908906|-1;
10356444: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlktklgum - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2012 and
Call History : 12345678908906|-1; [id:5004]
10356445: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for
making calls to [92929292]. Please add this route. [id:5010]
10356446: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-3-
SIP_CALL_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =
vzhaijmlktklgum - [INBOUND]: Destination URL is null, cannot make the
REFER. [id:5004]
10356447: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352667771529 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9
RouterCallKey=210 RouterCallKeySent=true causecode=0 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:51 PST 2012
label=12345678908906 localOffset=-480 eventid=1 calllegid=vzhaijmlktklgum
>>STATE: isTabular=false isWriteable=true cursor=-1
10356448: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]
Rejecting code 404.
10356449: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]: No
Dialog Responding: No final response on this leg.
10356450: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND] :
Exception in respond: com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException:
error sending response
10678274: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800:
%CVP_9_0_ICM-4-LOGMSG_ICM_SS_EXCEPTION: com.cisco.cvp.icm.msgbus.io.

```
MsgBusMessageManager$4::processCallStateEvent: CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, Call associated with message not found: ,,
[MsgBus:CALL_STATE_EVENT],  ssId=SYS_SIP1,  eventId=CONNECT_FAILURE,
causeCode=NONE, [id:2009]
```

Analyse

Wenn alle ICM-Konfigurationen korrekt sind, sendet ICM ein VRU-Label und eine Korrelations-ID an das CVP. Nun muss das CVP über eine Route zum Senden des Anrufs an das VXML-Gateway verfügen. Entweder muss das CVP über eine statische Route verfügen, oder das CVP kann den Anruf über einen Proxy weiterleiten. In beiden Fällen muss das CVP den Anruf jedoch an das VXML-Gateway weiterleiten können.

Ausgabe 3: VXML-Gateway ruft VRU TCL-Skript nicht auf

Nicht übereinstimmende korrekte DFÜ-Peer

```
13:54:37:727 ra-rtr Trace: (763765 x 0 : 0 0) NewCall: CID=(150429,211),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
13:54:37:727 ra-rtr Trace: (763765 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
13:54:37:727 ra-rtr Trace: (763765 x 0 : 0 0) Correlation id for
dialog is (8907).
13:54:37:727 ra-rtr Trace: (763765 x 8907 : 0 0) TransferToVRU:
Label=1234567890, CorID=8907, VRUID=5000, RCID=5001
13:54:37:727 ra-rtr Trace: (763765 x 8907 : 0 0) TransferConnect sent.
Dialog pending.
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) ReRoute: Reason=1
CallState=1.
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Dialog handling a
reroute request
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Dialog resuming
(ReRoute requested.) status (1)
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) RouteComplete:
13:54:37:962 ra-rtr Trace:     Route: CID=(150429,211), Labels=0
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Deleting Dialog.

10356476: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4051145999-0268435770-
0248415528-0172115113, Generated a new CVP-ID
hdr : F177950F1000013A0ECE85280A4244A9
10356477: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Call is missing an RPID header.
No survivability in use.
10356478: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: ReqURI (DN)
```

sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.157
Video:false m_needs_postcallsurvey:false
10356479: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F177950F1000013A0ECE85280A4244A9
legid=tmywxhkiresfmot dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
13:54:36 PST 2012 video=false cachecallcontext = false is_postcallsurvey =
false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
10356480: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352670876943
>>BODY: replyto=true callguid=F177950F1000013A0ECE85280A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Sun Nov 11 13:54:36 PST 2012
calltypeid=4 localOffset=-480 calllegid=tmywxhkiresfmot
>>STATE: isTabular=false isWriteable=true cursor=-1
10678286: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
F177950F1000013A0ECE85280A4244A9,, LEGID = null, DNIS = -1, ANI = -1
10678287: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9
- New call
10678288: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=763765,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F177950F1000013A0ECE85280A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
F177950F1000013A0ECE85280A4244A9, user.cvp_server_info:
10.66.68.169,, LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234
10678289: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-247-ICM-3810701} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT],
dialogueId=763765, sendSeqNo=1, label=1234567890, correlationId=8907,
callguid=F177950F1000013A0ECE85280A4244A9, rckey=211, rcday=150429, rcseq=0,
CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234
10678290: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-247-ICM-3810701} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8907, command=null, rckey=211,
rcday=150429, rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:

application=HelloWorld,, LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234
10356481: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS_SIP1)
(JMSTimestamp)=1352670876943 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F177950F1000013A0ECE85280A4244A9 RouterCallKey=211
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8907
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
RouterCallKeyDay=150429 labeltype=-1 label=12345678908907 localOffset=-480
calllegid=tmywxhkiresfmot >>STATE: isTabular=false isWriteable=false cursor=-1
10356482: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Static route matched 12345678908907 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
10356483: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Using Local Static
Route for sip:12345678908907@10.66.75.241
10356484: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Found an incoming CISCO-GUID
hdr : 4051145999-0268435770-0248415528-0172115113, Found an existing CVP-ID
hdr: F177950F1000013A0ECE85280A4244A9
10356485: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
INVITE TO <sip:12345678908907@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
10356486: 10.66.68.169: Nov 11 2012 13:54:36.959 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
Invitation proceeding 100
10356487: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND] -
DsSipInvitation - <sip:12345678908907@10.66.75.241;transport=tcp>;
tag=F2E952A4-961 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1

10356488: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Updated by :
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID =
F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
with event type INV_REJECTED
10356489: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9
RouterCallKeySent=false causecode=0 timezone=America/Los_Angeles version=CVP_9_0
calldate=Sun Nov 11 13:54:37 PST 2012 localOffset=-480 eventid=1

```
calllegid=F177950F1000013A0ECE85280A4244A9-135267087694378764
>>STATE: isTabular=false isWriteable=true cursor=-1
10356490: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]
DURATION (msecs) = 234 - HANGUP with Call History
10356491: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
No Dialog Cancelling: No final response on this leg.
10356492: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 -
[OUTBOUND]: hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException:
Invalid input: IN_HANGUP - invitation terminated <
10356493: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706039} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Updated by : CALLGUID =
F177950F1000013A0ECE85280A4244A9 LEGID = F177950F1000013A0ECE85280A4244A9-
135267087694378764 - [OUTBOUND]: with event type TERMINATED
10356494: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Waiting 2000 millisecs before terminating.
10678291: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-238-ICM-3810702} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT],   ssId=SYS_SIP1,
eventId=CONNECT_FAILURE,   causeCode=NONE,, LEGID = null, DNIS = 2003,
ANI = 1231234
10678292: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-238-ICM-3810702} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],   dialogueId=763765,
sendSeqNo=2,   eventId=CONNECT_FAILURE,   causeCode=NONE,,
LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234
10678293: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-223-ICM-3810703} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Processing ,, [ICM_RELEASE],   dialogueId=763765,
sendSeqNo=2,   cause=NORMAL_CALL_CLEARING,, LEGID = tmywxhkiresfmot, DNIS = 2003,
ANI = 1231234
10678294: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-223-ICM-3810703} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT],   ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234
10356495: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-273-SIP-2706041} MessagingWorker:run: CALLGUID =
F177950F1000013A0ECE85280A4244A9 LEGID = tmywxhkiresfmot - [INBOUND]
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352670877177
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F177950F1000013A0ECE85280A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=tmywxhkiresfmot  >>STATE: isTabular=false isWriteable=false
cursor=-1
10356496: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
```

{Thrd=pool-1-thread-273-SIP-2706041} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9
RouterCallKey=211 RouterCallKeySent=false causecode=1 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:54:37 PST 2012
label=12345678908907 localOffset=-480 eventid=6 calllegid=tmywxhkiresfmot
>>STATE: isTabular=false isWriteable=true cursor=-1
10678295: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID =
F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT],   ssId=SYS_SIP1,   eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234
10678296: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID =
F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT],   dialogueId=763765,   sendSeqNo=3,   eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234
10678297: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
250 msecs
10678298: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID = F177950F1000013A0ECE85280A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 250 msecs
10678299: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F177950F1000013A0ECE85280A4244A9 - Call will not be cached for post
call survey
10356497: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND] DURATION (msecs) = 2246 - HANGUP with Call
History12345678908907|-1;
10356498: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2246 and
Call History : 12345678908907|-1; [id:5004]
10356499: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for
making calls to [92929292]. Please add this route. [id:5010]10356500:
10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-3-SIP_CALL_ERROR:
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID = tmywxhkiresfmot - [INBOUND]:
Destination URL is null, cannot make the REFER. [id:5004]
10356501: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352670879189 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9
RouterCallKey=211 RouterCallKeySent=true causecode=0 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150429
calldate=Sun Nov 11 13:54:39 PST 2012 label=12345678908907 localOffset=-480
eventid=1 calllegid=tmywxhkiresfmot >>STATE: isTabular=false isWriteable=true

```
cursor=-1
10356502: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND] Rejecting code 404.
10356503: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: No Dialog Responding: No final response on
this leg.
10356504: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND] : Exception in respond:
com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: error sending response
Nov 12 05:17:36.466: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:12345678908907@10.66.75.241;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bK+yQ5v8ztHdoMCGcD6HKw2g~~1517323
Max-Forwards: 69
To: <sip:12345678908907@10.66.75.241;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=dse83387c1
Call-ID: F177950F1000013A0ECE85280A4244A9-135267087694378764@10.66.68.169
CSeq: 1 INVITE
Content-Length: 205
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4051145999-0268435770-0248415528-0172115113
Cisco-Gucid: F177950F1000013A0ECE85280A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=twinkle 506857274 262274389 IN IP4 10.66.68.157
s=-
c=IN IP4 10.66.68.157
t=0 0
m=audio 8000 RTP/AVP 0 101
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

Nov 12 05:17:36.470: //7470647/xxxxxxxxxxxx/CCAPI/cc_api_caps_ind:
   Call Entry Is Not Found
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/cc_api_display_ie_subfields:
   cc_api_call_setup_ind_common:
   cisco-username=1231234
   ----- ccCallInfo IE subfields -----
   cisco-ani=sip:1231234@10.66.68.169:5060
   cisco-anitype=0
   cisco-aniplan=0
```

```
  cisco-anipi=0
  cisco-anisi=0
  dest=sip:12345678908907@10.66.75.241;transport=tcp
  cisco-desttype=0
  cisco-destplan=0
  cisco-rdie=FFFFFFFF
  cisco-rdn=
  cisco-rdntype=0
  cisco-rdnplan=0
  cisco-rdnpi=-1
  cisco-rdnsi=-1
  cisco-redirectreason=-1   fwd_final_type =0
  final_redirectNumber =
  hunt_group_timeout =0

Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/cc_api_call_setup_ind_common:
  Interface=0x70C7C3F0, Call Info(
  Calling Number=sip:1231234@10.66.68.169:5060,(Calling Name=)(TON=Unknown,
NPI=Unknown, Screening=Not Screened, Presentation=Allowed),
  Called Number=sip:12345678908907@10.66.75.241;transport=tcp(TON=Unknown,
NPI=Unknown),
  Calling Translated=FALSE, Subscriber Type Str=Unknown,
FinalDestinationFlag=TRUE,
  Incoming Dial-peer=92001, Progress Indication=NULL(0),
Calling IE Present=TRUE,
  Source Trkgrp Route Label=, Target Trkgrp Route Label=,
CLID Transparent=FALSE), Call Id=7470647
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/ccCheckClipClir:
  In: Calling Number=sip:1231234@10.66.68.169:5060(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/ccCheckClipClir:
  Out: Calling Number=sip:1231234@10.66.68.169:5060(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)
Nov 12 05:17:36.470: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:17:36.470: :cc_get_feature_vsa malloc success
Nov 12 05:17:36.470: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:17:36.470:  cc_get_feature_vsa count is 1
Nov 12 05:17:36.470: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:17:36.470: :FEATURE_VSA attributes are: feature_name:0,
feature_time:2014708808,feature_id:1851830
Nov 12 05:17:36.470: //7470647/F177950F0ECE/CCAPI/cc_api_call_setup_
ind_common:
  Set Up Event Sent;
  Call Info(Calling Number=(TON=Unknown, NPI=Unknown, Screening=
Not Screened, Presentation=Allowed),
  Called Number=(TON=Unknown, NPI=Unknown))
Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/cc_process_call_setup_ind:
  Event=0x6A84C990
Nov 12 05:17:36.474: //-1/xxxxxxxxxxxx/CCAPI/cc_setupind_match_search:
  Try with the demoted called number 12345678908907
```

```
Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/ccCallSetContext:
  Context=0x74DFFC40
Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/cc_process_call_setup_ind:
  >>>>CCAPI handed cid 7470647 with tag 92001 to app
"_ManagedAppProcess_Default"
```

Analyse

Wenn das CVP den Anruf an das VXML-Gateway weiterleiten kann, muss der Anruf mit dem VRU-Dial-Peer als dem eingehenden Dial-Peer übereinstimmen. Wenn ein anderer Dial-Peer zugeordnet wird, verfügt er nicht über die erforderliche Anwendung für die entsprechende Behandlung. In diesem Fall entspricht es den eingehenden Dial-Peer 92001- und CCAPI-Handles der Anwendung "Default". Dies geschieht, wenn CCAPI auf dem Gateway keine Anwendung auf einem Dial-Peer findet. Ein Nichtpassung des eingehenden DFÜ-Peers kann aus mehreren Gründen passieren:

- Für den VRU-Abschnitt ist kein Dial-Peer konfiguriert.
- Das Muster für die eingehende Zuordnung stimmt nicht mit dem DNIS für den VRU-Anruf überein. Prüfen Sie, ob die Nummer-SIP-Nachricht mit der "eingehenden angerufenen Nummer" im VRU-Dial-Peer angezeigt wird.
- Stellen Sie fest, ob das CVP SigDigits voranstellt, die möglicherweise nicht im VXML-Gateway-Dial-Peer konfiguriert werden.

Keine Anwendung/Dienst konfiguriert auf Dial-Peer

```
14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) NewCall: CID=(150429,212),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) Correlation id for dialog
is (8908).
14:06:32:083 ra-rtr Trace: (763766 x 8908 : 0 0) TransferToVRU:
Label=1234567890, CorID=8908, VRUID=5000, RCID=5001
14:06:32:083 ra-rtr Trace: (763766 x 8908 : 0 0) TransferConnect sent.
Dialog pending.
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) ReRoute: Reason=1
CallState=1.
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog handling a
reroute request
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog resuming
(ReRoute requested.) status (1)
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) RouteComplete:
14:06:32:335 ra-rtr Trace:      Route: CID=(150429,212), Labels=0
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog sending release
call message to Routing Client ID(5001).
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Deleting Dialog.

10356505: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4051860323-0268435770-
0451345016-0172115113, Generated a new CVP-ID hdr :
F1827B631000013A1AE6FA780A4244A9
```

10356506: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID =
kywgxdqfxwzckpx - [INBOUND]: Call is missing an RPID header. No
survivability in use.
10356507: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID =
kywgxdqfxwzckpx - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356508: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F1827B631000013A1AE6FA780A4244A9
legid=kywgxdqfxwzckpx dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
14:06:31 PST 2012 video=false cachecallcontext = false is_postcallsurvey =
false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
10356509: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352671591267
>>BODY: replyto=true callguid=F1827B631000013A1AE6FA780A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Sun Nov 11 14:06:31 PST 2012
calltypeid=4 localOffset=-480 calllegid=kywgxdqfxwzckpx
>>STATE: isTabular=false isWriteable=true cursor=-1
10678302: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-249-ICM-3810706} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL],   ssId=SYS_SIP1,   mediaType=,   location=,
locationpkid=,   locationsiteid=,   srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 ,   pstntrunkgroupchannelnum=2147483647,
sipheader=,   rckey=,   rcday=,   rcseq=,   uui=,   calltypeid=4,
CallContext:,   user.media.id: F1827B631000013A1AE6FA780A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
10678303: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9
- New call
10678304: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL],   dialogueId=763766,
sendSeqNo=1,   trunkGroupId=100,   trunkNumber=0,   serviceId=1,
dialedNumber=2003,   uui=,   callguid=F1827B631000013A1AE6FA780A4244A9,
rckey=,   rcday=,   rcseq=,   location=,   locationpkid=,
pstntrunkgroupid=10.66.68.157 ,   pstntrunkgroupchannelnum=2147483647,
sipheader=,   CallContext:,   user.media.id:
F1827B631000013A1AE6FA780A4244A9,   user.cvp_server_info: 10.66.68.169,,
LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10678305: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-330-ICM-3810707} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT],   dialogueId=763766,
sendSeqNo=1,   label=1234567890,   correlationId=8908,
callguid=F1827B631000013A1AE6FA780A4244A9,   rckey=212,   rcday=150429,
rcseq=0,   CallContext:,   user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: ..,   user.microapp.media_server:
http://10.66.68.169:7000/CVP,   user.microapp.ToExtVXML[0]:

application=HelloWorld,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10678306: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-330-ICM-3810707} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT],   ssId=SYS_SIP1,
labelType=,   label=1234567890,   correlationId=8908,   command=null,
rckey=212,   rcday=150429,   rcseq=0,   CallContext:,
user.microapp.UseVXMLParams: N,   user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = kywgxdqfxwzckpx,
DNIS = 2003, ANI = 1231234
10356510: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS_SIP1)
(JMSTimestamp)=1352671591267 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F1827B631000013A1AE6FA780A4244A9 RouterCallKey=212
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=8908 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150429
labeltype=-1 label=12345678908908 localOffset=-480 calllegid=kywgxdqfxwzckpx
>>STATE: isTabular=false isWriteable=false cursor=-1
10356511: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Static route matched 12345678908908 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
10356512: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Using Local Static Route for
sip:12345678908908@10.66.75.241
10356513: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Found an incoming CISCO-GUID hdr :
4051860323-0268435770-0451345016-0172115113, Found an existing CVP-ID
hdr: F1827B631000013A1AE6FA780A4244A9
10356514: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:
INVITE TO <sip:12345678908908@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
10356515: 10.66.68.169: Nov 11 2012 14:06:31.298 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 -
[OUTBOUND]: Invitation proceeding 100
10356516: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 -
[OUTBOUND] - DsSipInvitation - <sip:12345678908908@10.66.75.241;transport=tcp>;
tag=F2F438D0-19C8 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1

10356517: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9

LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-
135267159128378765 - [OUTBOUND]: with event type INV_REJECTED
10356518: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:
CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352671591517 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9
RouterCallKeySent=false causecode=0 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Sun Nov 11 14:06:31 PST 2012 localOffset=-480
eventid=1 calllegid=F1827B631000013A1AE6FA780A4244A9-
135267159128378765 >>STATE: isTabular=false isWriteable=true cursor=-1
10356519: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]
DURATION (msecs) = 234 - HANGUP with Call History
10356520: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]: No
Dialog Cancelling: No final response on this leg.
10356521: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:
hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: Invalid
input: IN_HANGUP - invitation terminated
10356522: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706073} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-
135267159128378765 - [OUTBOUND]: with event type TERMINATED
10356523: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Waiting 2000 millisecs before terminating.
10678307: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT],   ssId=SYS_SIP1,   eventId=CONNECT_FAILURE,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234
10678308: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],   dialogueId=763766,
sendSeqNo=2,   eventId=CONNECT_FAILURE,   causeCode=NONE,,
LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10678309: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Processing ,, [ICM_RELEASE],   dialogueId=763766,
sendSeqNo=2,   cause=NORMAL_CALL_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,
ANI = 1231234
10678310: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT],   ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10356524: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-116-SIP-2706075} MessagingWorker:run: CALLGUID =

F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND] ICM
Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352671591532
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F1827B631000013A1AE6FA780A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false isWriteable=false
cursor=-1
10356525: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-116-SIP-2706075} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352671591532 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9
RouterCallKey=212 RouterCallKeySent=false causecode=1
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 14:06:31 PST 2012
label=12345678908908 localOffset=-480 eventid=6 calllegid=kywgxdqfxwzckpx
>>STATE: isTabular=false isWriteable=true cursor=-1
10678311: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,
ANI = 1231234
10678312: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],
dialogueId=763766, sendSeqNo=3, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,
ANI = 1231234
10678313: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
265 msecs
10678314: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 265 msecs
10678315: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F1827B631000013A1AE6FA780A4244A9 -
Call will not be cached for post call survey
10356526: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] DURATION (msecs) = 2262 - HANGUP with Call
History12345678908908|-1;
10356527: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2262 and
Call History : 12345678908908|-1; [id:5004]
10356528: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for making
calls to [92929292]. Please add this route. [id:5010]

```
10356529: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR:  CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Destination URL is null, cannot make the
REFER. [id:5004]
10356530: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352671593529 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9
RouterCallKey=212 RouterCallKeySent=true causecode=0 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150429
calldate=Sun Nov 11 14:06:33 PST 2012 label=12345678908908 localOffset=-480
eventid=1 calllegid=kywgxdqfxwzckpx  >>STATE: isTabular=false
isWriteable=true cursor=-1
10356531: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] Rejecting code 404.


Nov 12 05:29:30.793: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:12345678908908@10.66.75.241;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bK+yQ5v8ztHdoMCGcD6HKw2g~~1517324
Max-Forwards: 69
To: <sip:12345678908908@10.66.75.241;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=dsf4b86e30
Call-ID: F1827B631000013A1AE6FA780A4244A9-135267159128378765@10.66.68.169
CSeq: 1 INVITE
Content-Length: 205
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4051860323-0268435770-0451345016-0172115113
Cisco-Gucid: F1827B631000013A1AE6FA780A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=twinkle 979292728 421395869 IN IP4 10.66.68.157
s=-
c=IN IP4 10.66.68.157
t=0 0
m=audio 8000 RTP/AVP 0 101
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

Nov 12 05:29:30.797: //7470649/xxxxxxxxxxxx/CCAPI/cc_api_caps_ind:
  Call Entry Is Not Found
Nov 12 05:29:30.797: //-1/F1827B631AE6/CCAPI/cc_api_display_ie_subfields:
  cc_api_call_setup_ind_common:
```

```
  cisco-username=1231234
  ----- ccCallInfo IE subfields -----
  cisco-ani=sip:1231234@10.66.68.169:5060
  cisco-anitype=0
  cisco-aniplan=0
  cisco-anipi=0
  cisco-anisi=0
  dest=sip:12345678908908@10.66.75.241;transport=tcp
  cisco-desttype=0
  cisco-destplan=0
  cisco-rdie=FFFFFFFF
  cisco-rdn=
  cisco-rdntype=0
  cisco-rdnplan=0
  cisco-rdnpi=-1
  cisco-rdnsi=-1
  cisco-redirectreason=-1   fwd_final_type =0
  final_redirectNumber =
  hunt_group_timeout =0


Nov 12 05:29:30.797: //-1/F1827B631AE6/CCAPI/cc_api_call_setup_ind_common:
  Interface=0x70C7C3F0, Call Info(
  Calling Number=sip:1231234@10.66.68.169:5060,(Calling Name=)(TON=Unknown,
NPI=Unknown, Screening=Not Screened, Presentation=Allowed),
  Called Number=sip:12345678908908@10.66.75.241;transport=tcp(TON=Unknown,
NPI=Unknown),
  Calling Translated=FALSE, Subscriber Type Str=Unknown,
FinalDestinationFlag=TRUE,
  Incoming Dial-peer=999, Progress Indication=NULL(0), Calling IE Present=TRUE,
  Source Trkgrp Route Label=, Target Trkgrp Route Label=, CLID
Transparent=FALSE), Call Id=7470649
Nov 12 05:29:30.801: //-1/F1827B631AE6/CCAPI/ccCheckClipClir:
  In: Calling Number=sip:1231234@10.66.68.169:5060(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)
Nov 12 05:29:30.801: //-1/F1827B631AE6/CCAPI/ccCheckClipClir:
  Out: Calling Number=sip:1231234@10.66.68.169:5060(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)
Nov 12 05:29:30.801: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:


Nov 12 05:29:30.801: :cc_get_feature_vsa malloc success
Nov 12 05:29:30.801: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:


Nov 12 05:29:30.801:  cc_get_feature_vsa count is 1
Nov 12 05:29:30.801: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:


Nov 12 05:29:30.801: :FEATURE_VSA attributes are: feature_name:0,
feature_time:2014708808,feature_id:1851832
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/cc_api_call_setup_ind_common:
  Set Up Event Sent;
  Call Info(Calling Number=(TON=Unknown, NPI=Unknown, Screening=Not Screened,
Presentation=Allowed),
  Called Number=(TON=Unknown, NPI=Unknown))
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/cc_process_call_setup_ind:
```

```
    Event=0x6A84C990
Nov 12 05:29:30.801: //-1/xxxxxxxxxxxx/CCAPI/cc_setupind_match_search:
  Try with the demoted called number 12345678908908
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/ccCallSetContext:
  Context=0x75C406AC
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/cc_process_call_setup_ind:
   >>>>CCAPI handed cid 7470649 with tag 999 to app "_ManagedAppProcess_Default"
Nov 12 05:29:30.801: //7470649/F1827B631AE6/SIP/Msg/ccsipDisplayMsg:
```

Analyse

Der VRU-Dial-Peer im VXML-Gateway muss für die VRU-Anwendung konfiguriert werden, die bootstrap.tcl ist. Wenn für den Dial-Peer kein Service/keine Anwendung konfiguriert ist, versucht das VXML-Gateway, den Anruf weiterzuleiten, und sucht nach dem ausgehenden Dial-Peer. Wenn kein ausgehender Dial-Peer zugeordnet wird, schlägt der Anruf in jedem Fall fehl. In diesem Fall zeigt es, obwohl es mit dem eingehenden Dial-Peer 999 übereinstimmt, der unser VRU-Dial-Peer ist, trotzdem, dass die Call Control API (CCAPI) den Anruf an die "Default"-Anwendung verarbeitet. Das bedeutet, dass die VRU/Bootstrap-Anwendung für den DFÜ-Peer 999 nicht konfiguriert ist.

Ausgabe 4: VXML-Gateway kann HTTP-Anfrage nicht an CVP senden

Header-Passing ist nicht konfiguriert

```
10:15:21:572 ra-rtr Trace: (6 x 0 : 0 0) NewCall: CID=(150430,206),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
10:15:21:572 ra-rtr Trace: (6 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.
10:15:21:572 ra-rtr Trace: (6 x 0 : 0 0) Correlation id for dialog is (8918).
10:15:21:572 ra-rtr Trace: (6 x 8918 : 0 0) TransferToVRU: Label=1234567890,
CorID=8918, VRUID=5000, RCID=5001
10:15:21:572 ra-rtr Trace: (6 x 8918 : 0 0) TransferConnect sent. Dialog
pending.
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Dialog timed out callstate is :(1).
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Dialog resuming (Script Node
timed out.) status (2)
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) RouteComplete:
10:15:41:862 ra-rtr Trace:      Route: CID=(150430,206), Labels=0
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Deleting Dialog.

203: 10.66.68.169: Nov 12 2012 10:15:23.034 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} Generated a new CISCO-GUID hdr : 4124392090-0268435770-
0719450081-0172115113, Generated a new CVP-ID
hdr : F5D53A9A1000013A2AE1EFE10A4244A9
204: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID =
fpcqoafwavftcja - [INBOUND]: Call is missing an RPID header.
No survivability in use.
```

205: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169
FromURI sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
206: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} NEW CALL with guid=F5D53A9A1000013A2AE1EFE10A4244A9
legid=fpcqoafwavftcja dn=2003 ani=1231234 uui=null calldate=Mon Nov 12
10:15:23 PST 2012 video=false cachecallcontext = false is_postcallsurvey
= false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
207: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352744123050
>>BODY: replyto=true callguid=F5D53A9A1000013A2AE1EFE10A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Mon Nov 12 10:15:23 PST 2012
calltypeid=4 localOffset=-480 calllegid=fpcqoafwavftcja
>>STATE: isTabular=false isWriteable=true cursor=-1
182: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID =
F5D53A9A1000013A2AE1EFE10A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL],   ssId=SYS_SIP1,   mediaType=,   location=,
locationpkid=,   locationsiteid=,   srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 ,   pstntrunkgroupchannelnum=2147483647,
sipheader=,   rckey=,   rcday=,   rcseq=,   uui=,   calltypeid=4,
CallContext:,   user.media.id: F5D53A9A1000013A2AE1EFE10A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
183: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
- New call
184: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL],   dialogueId=6,
sendSeqNo=1,   trunkGroupId=100,   trunkNumber=0,   serviceId=1,
dialedNumber=2003,   uui=,   callguid=F5D53A9A1000013A2AE1EFE10A4244A9,
rckey=,   rcday=,   rcseq=,   location=,   locationpkid=,
pstntrunkgroupid=10.66.68.157 ,   pstntrunkgroupchannelnum=2147483647,
sipheader=,   CallContext:,   user.media.id:
F5D53A9A1000013A2AE1EFE10A4244A9,   user.cvp_server_info: 10.66.68.169,,
LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234
185: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-219-ICM-23} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT],   dialogueId=6,
sendSeqNo=1,   label=1234567890,   correlationId=8918,
callguid=F5D53A9A1000013A2AE1EFE10A4244A9,   rckey=206,   rcday=150430,
rcseq=0,   CallContext:,   user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: ..,   user.microapp.media_server:
http://10.66.68.169:7000/CVP,   user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = fpcqoafwavftcja, DNIS = 2003,
ANI = 1231234
186: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-219-ICM-23} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT],   ssId=SYS_SIP1,

labelType=,   label=1234567890,   correlationId=8918,   command=null,
rckey=206,   rcday=150430,   rcseq=0,   CallContext:,
user.microapp.UseVXMLParams: N,   user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234
208: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS_SIP1)
(JMSTimestamp)=1352744123050 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9 RouterCallKey=206
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP user.microapp.
FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8918
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
RouterCallKeyDay=150430 labeltype=-1 label=12345678908918 localOffset=-480
calllegid=fpcqoafwavftcja >>STATE: isTabular=false isWriteable=false cursor=-1
209: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} Using Outbound Proxy for
sip:12345678908918@10.66.68.164:5060
210: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} Found an incoming CISCO-GUID
hdr : 4124392090-0268435770-0719450081-0172115113,
Found an existing CVP-ID hdr: F5D53A9A1000013A2AE1EFE10A4244A9
211: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: INVITE TO <sip:12345678908918@10.66.68.164:5060;transport=tcp>
FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
212: 10.66.68.169: Nov 12 2012 10:15:23.066 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: Invitation proceeding 100
213: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: Invitation accepted - ack'ing
214: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: CountObserver() is >0 and sending Re-Invite to caller.
215: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: Updated by : CALLGUID =
F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-
13527441230506 - [OUTBOUND]: with event type INV_ACCEPTED
216: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: Send the 200 OK back to caller with

SDP of this dialog.
217: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-221-SIP-198} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352744123471 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9
RouterCallKey=206 RouterCallKeySent=false causecode=0
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:15:23 PST 2012
label=12345678908918 localOffset=-480 eventid=4
calllegid=F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506
>>STATE: isTabular=false isWriteable=true cursor=-1
187: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-222-ICM-24} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1,   eventId=ANSWER,   causeCode=NONE,, LEGID = null,
DNIS = 2003, ANI = 1231234
188: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-222-ICM-24} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],   dialogueId=6,
sendSeqNo=2,   eventId=ANSWER,   causeCode=NONE,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234
218: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: DsSipInviteDialog ack'ed
219: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-223-SIP-199} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID =
fpcqoafwavftcja - [INBOUND]: with event type INV_ACKED
220: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-223-SIP-199} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Acked the invite.
189: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-225-ICM-25} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Processing ,, [ICM_RELEASE],   dialogueId=6,
sendSeqNo=2,   cause=NORMAL_CALL_CLEARING,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234
190: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-225-ICM-25} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT],   ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID = fpcqoafwavftcja, DNIS = 2003,
ANI = 1231234
221: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} MessagingWorker:run: CALLGUID =
F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = fpcqoafwavftcja - [INBOUND]
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352744143346
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F5D53A9A1000013A2AE1EFE10A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=fpcqoafwavftcja >>STATE: isTabular=false isWriteable=false cursor=-1
222: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:

```
{Thrd=pool-1-thread-226-SIP-201} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352744143346 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9
RouterCallKey=206 RouterCallKeySent=true causecode=1
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:15:43 PST 2012
label=12345678908918 localOffset=-480 eventid=6 calllegid=fpcqoafwavftcja
>>STATE: isTabular=false isWriteable=true cursor=-1
223: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND] DURATION (msecs) = 20312 - HANGUP with
Call History12345678908918|-1;
191: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],   ssId=SYS_SIP1,
eventId=DISCONNECT,   causeCode=NORMAL_COMPLETION,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234
192: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],   dialogueId=6,
sendSeqNo=3,   eventId=DISCONNECT,   causeCode=NORMAL_COMPLETION,,
LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234
193: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 20 secs,
296 msecs
194: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 -
Deleted call.  Duration: 0 hrs, 0 mins, 20 secs, 296 msecs
195: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 - Call will not be cached for
post call survey
224: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: Terminated with Q.850;cause=16
225: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-228-SIP-202} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: with event type TERMINATED
226: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND] DURATION
(msecs) = 20311 - HANGUP with Call History
227: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Terminated with Q.850;cause=16


Nov 13 01:38:23.081: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
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Received:
INVITE sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bKde5beb23-704a3ca7-23217025
-4ed30023-1
Via: SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=
z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~14
Max-Forwards: 68
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 1 INVITE
Content-Length: 205
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4124392090-0268435770-0719450081-0172115113
Cisco-Gucid: F5D53A9A1000013A2AE1EFE10A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=twinkle 328962782 570438657 IN IP4 10.66.68.157
s=-
c=IN IP4 10.66.68.157
t=0 0
m=audio 8000 RTP/AVP 0 101
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

Nov 13 01:38:23.085: //7470684/xxxxxxxxxxxx/CCAPI/cc_api_caps_ind:
  Call Entry Is Not Found
Nov 13 01:38:23.089: //-1/F5D53A9A2AE1/CCAPI/cc_api_display_ie_subfields:
  cc_api_call_setup_ind_common:
  cisco-username=1231234
  ----- ccCallInfo IE subfields -----
  cisco-ani=1231234
  cisco-anitype=0
  cisco-aniplan=0
  cisco-anipi=0
  cisco-anisi=0
  dest=12345678908918
  cisco-desttype=0
  cisco-destplan=0
  cisco-rdie=FFFFFFFF
  cisco-rdn=
  cisco-rdntype=0
  cisco-rdnplan=0
  cisco-rdnpi=-1
```

```
  cisco-rdnsi=-1
  cisco-redirectreason=-1    fwd_final_type =0
  final_redirectNumber =
  hunt_group_timeout =0

Nov 13 01:38:23.089: //-1/F5D53A9A2AE1/CCAPI/cc_api_call_setup_ind_common:
  Interface=0x70C7C3F0, Call Info(
  Calling Number=1231234,(Calling Name=)(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed),
  Called Number=12345678908918(TON=Unknown, NPI=Unknown),
  Calling Translated=FALSE, Subscriber Type Str=Unknown, FinalDestinationFlag
=TRUE,
  Incoming Dial-peer=999, Progress Indication=NULL(0), Calling IE Present=TRUE,
  Calling Translated=FALSE, Subscriber Type Str=Unknown, FinalDestinationFlag=
TRUE, Call Id=7470684

Nov 13 01:38:23.093: //7470684/F5D53A9A2AE1/CCAPI/cc_process_call_setup_ind:
  >>>>CCAPI handed cid 7470684 with tag 999 to app "_ManagedAppProcess_
bootstrap"


Nov 13 01:38:23.097: //7470684//TCL :/tcl_InfotagObjCmd:  infotag get
leg_proto_headers Call-ID

 *** CANNOT PARSE Cisco-Gucid header.  Assuming H323 call or else Cisco-Gucid
header is not present in the call.***


Nov 13 01:38:23.097: //7470684//TCL :/tcl_InfotagObjCmd:  infotag get
leg_proto_headers User-Agent
 *** This TCL version = CVP_9_0_1_0_0_0_634 and USER AGENT header =  ***

Nov 13 01:38:23.097: //7470684//TCL :/tcl_InfotagObjCmd:  infotag get
leg_proto_headers App-Info

*** App-Info= ***


Nov 13 01:38:23.101: //7470684//TCL :/tcl_InfotagObjCmd:  infotag get
leg_proto_headers X-CallInfo


*** X-CallInfo= ***



Nov 13 01:38:23.105: //7470684/F5D53A9A2AE1/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 200 OK
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bKde5beb23-704a3ca7-23217025-
4ed30023-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=
z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~14
```

```
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
Date: Tue, 13 Nov 2012 01:38:23 GMT
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-1352744230506@10.66.68.169
CSeq: 1 INVITE
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,
NOTIFY, INFO, REGISTER
Allow-Events: kpml, telephone-event
Contact: <sip:12345678908918@10.66.75.241:5060;transport=tcp>
Supported: replaces
Supported: sdp-anat
Server: Cisco-SIPGateway/IOS-12.x
Supported: timer
Content-Type: application/sdp
Content-Disposition: session;handling=required
Content-Length: 191

v=0
o=CiscoSystemsSIP-GW-UserAgent 4630 5308 IN IP4 10.66.75.241
s=SIP Call
c=IN IP4 10.66.75.241
t=0 0
m=audio 18928 RTP/AVP 0
c=IN IP4 10.66.75.241
a=rtpmap:0 PCMU/8000
a=ptime:20

Nov 13 01:38:23.109: //7470684//MSM :/ms_handle_stream_timer: >>ms_start_play()
Nov 13 01:38:23.109: //7470684//MSM :/ms_start_play: 13w6d mgdTstop(ply)
Nov 13 01:38:23.129: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
ACK sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~15
Max-Forwards: 70
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 1 ACK
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>




Nov 13 01:38:23.141: //7470684//TCL :/tcl_HandoffObjCmd:  handoff appl leg_
incoming new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL_LEGID=
DNIS=12345678908918 PROTOCOL=http PORT=8000 HOST=10.66.68.164
BACKUP=10.66.68.164 VERSION=CVP_9_0_1_0_0_0_634 UUI=
Nov 13 01:38:23.141: //7470684//TCL :/tcl_handoff_common: appl leg_incoming
new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL_LEGID=
DNIS=12345678908918 PROTOCOL=http PORT=8000 HOST=10.66.68.164
BACKUP=10.66.68.164 VERSION=CVP_9_0_1_0_0_0_634 UUI=
Nov 13 01:38:23.141: //7470684//AFW_:/vtd_lg_incoming: argc 4
Nov 13 01:38:23.141: //7470684//AFW_:/vtd_lg_incoming: Legs [7470684 ]
```

```
Nov 13 01:38:23.141: //7470684//Tcl :/tcl_parseCallID_vartagObj: VARTAG
Translation Leg Count=1
Nov 13 01:38:23.141: //-1//AFW_:/AFW_Module_ParseHandle: strModuleHandle
new-call


<var>: namep=PRIMARY_CVP_URL expr=PROTOCOL + '://' + PRIMARY + ':' +
PORT + '/cvp/VBServlet'
Nov 13 01:38:23.285: //7470684/F5D53A9A2AE1/VXML:/vxml_expr_eval:
  expr=(var PRIMARY_CVP_URL=PROTOCOL + '://' + PRIMARY + ':' + PORT +
'/cvp/VBServlet')
<var>: namep=BACKUP_CVP_URL expr=PROTOCOL + '://' + BACKUP + ':' + PORT +
'/cvp/VBServlet'
Nov 13 01:38:23.285: //7470684/F5D53A9A2AE1/VXML:/vxml_expr_eval:
  expr=(var BACKUP_CVP_URL=PROTOCOL + '://' + BACKUP + ':' + PORT +
'/cvp/VBServlet')


  urlp=http://10.66.68.164:8000/cvp/VBServlet?MSG_TYPE=PING&CALL_
DNIS=12345678908918&CALL_ANI=1231234&ERROR_CODE=0&RECOVERY_
VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_
ID=F5D53A9A1000013A2AE1EFE10A4244A9&CALL_LEGID=&CALL_
UUI=&VERSION=CVP_9_0_1_0_0_0_634 fetchaudio=NULL delay=0 minimum=0
Nov 13 01:38:23.289: //7470684/F5D53A9A2AE1/VXML:/vxml_vapp_bgload:
  url http://10.66.68.164:8000/cvp/VBServlet?MSG_TYPE=PING&CALL_
DNIS=12345678908918&CALL_ANI=1231234&ERROR_CODE=0&RECOVERY_
VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_
ID=F5D53A9A1000013A2AE1EFE10A4244A9&CALL_LEGID=&CALL_UUI=&VERSION=
CVP_9_0_1_0_0_0_634 cachable 1 fetchtimeout 7 maxage=-1 maxstale=-1


Nov 13 01:38:30.289: //7470684/F5D53A9A2AE1/VXML:/vxml_bgload_post_done:
  vxmlhandle=78009C60 status=2 async_status=400000000
Nov 13 01:38:30.289: //7470684/F5D53A9A2AE1/VXML:/vxml_stop_fetchaudio_
load_fail:


Nov 13 01:38:42.993: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
BYE sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~17
Max-Forwards: 70
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
From: <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 2 BYE
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Reason: Q.850;cause=16
```

Analyse

Wenn das VXML-Gateway den VRU-Anruf empfängt, stimmt er mit dem Dial-Peer überein, für den die VRU-Anwendung konfiguriert wurde. Um herauszufinden, von welchem CVP der Anruf stammt, muss die VRU/Bootstrap-Anwendung die SIP-Header sehen. Aus diesem Grund muss die Header-Übergabe konfiguriert werden. In diesem Fall wird der eingehende DFÜ-Peer 999 zugeordnet, und CCAPI wird an die Bootstrap-Anwendung übergeben. Wenn die Anwendung

versucht, den SIP-Header zu analysieren, schlägt sie fehl. Wenn die Bootstrap-Anwendung den SIP-Header nicht sehen kann, versucht sie, die HTTP-Anfrage an die Quelladresse des Anrufs zu senden. Wenn der Anruf also über den Proxy eingeht, wird die HTTP-Nachricht an den Proxy gesendet. In diesem Beispiel ist 10.66.68.164 der CUPS-Proxy. Da der VRU-Teil des Anrufs vom Proxy stammt und keine Header-Übergabe konfiguriert ist (kein SIP-Header kann analysiert werden), versucht die Anwendung, die HTTP-Anfrage an 10.66.68.164 an Port 8000 zu senden. Der Proxy hat jetzt keinen Port 8000 geöffnet. Der TCP-Handshake schlägt also fehl, und es wird keine HTTP-Nachricht gesendet. Für die Proxyumgebung wird entweder die Header-Übergabe konfiguriert oder "param cvphost" ist so konfiguriert, dass die HTTP-Nachricht gesendet wird.

Ausgabe 5: CVP teilt VRU-Label und Korrelations-ID falsch auf

```
10:33:31:569 ra-rtr Trace: (12 x 0 : 0 0) NewCall: CID=(150430,209), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
10:33:31:569 ra-rtr Trace: (12 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.
10:33:31:569 ra-rtr Trace: (12 x 0 : 0 0) Correlation id for dialog is (8922).
10:33:31:569 ra-rtr Trace: (12 x 8922 : 0 0) TransferToVRU: Label=1234567890,
CorID=8922, VRUID=5000, RCID=5001
10:33:31:569 ra-rtr Trace: (12 x 8922 : 0 0) TransferConnect sent. Dialog
pending.
10:33:32:543 ra-rtr Trace: Dialog (13) has a correlation id (922 922) that is
unknown.
10:33:32:543 ra-rtr Trace: For message (14) from routing client CVPRC (ID 5001)
could not find dialog id (922).
10:33:32:543 ra-rtr Trace: Router sending dialog fail reason (11) for dialog
(13).
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) CallEventReport: CID=(150430,209),
Event=DISCONNECT, DlgEnds=1, FromVRU=0, CallState=1,
Cause=CALLED_PARTY_DISCONNECTED
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Dialog (callstate:1) received event
(6)(Call disconnected. (Event has dialog end set.))
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Dialog resuming (Call disconnected.
(Event has dialog end set.)) status (3)
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Dialog aborted and was deleted.
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Deleting Dialog.


10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog timed out callstate is :(15).
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog timed out waiting for
requery response. failing.
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog resuming (Script Node timed
out.) status (2)
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) CID=(150430,207):Requery status 6
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog aborted and was deleted.
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Deleting Dialog.
```

422: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Generated a new CISCO-GUID hdr : 4125482156-0268435770-
0540582043-0172115113, Generated a new CVP-ID hdr :
F5E5DCAC1000013A2038A09B0A4244A9
423: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID =
cxpzbgbgujotzle - [INBOUND]: Call is missing an RPID header.
No survivability in use.
424: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.6} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID =
cxpzbgbgujotzle - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
425: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} NEW CALL with guid=F5E5DCAC1000013A2038A09B0A4244A9
legid=cxpzbgbgujotzle dn=2003 ani=1231234 uui=null calldate=Mon Nov 12
10:33:33 PST 2012 video=false cachecallcontext = false is_postcallsurvey
= false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
426: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352745213100
>>BODY: replyto=true callguid=F5E5DCAC1000013A2038A09B0A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Mon Nov 12 10:33:33 PST 2012
calltypeid=4 localOffset=-480 calllegid=cxpzbgbgujotzle
>>STATE: isTabular=false isWriteable=true cursor=-1
361: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-441-ICM-94} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL],   ssId=SYS_SIP1,   mediaType=,   location=,
locationpkid=,   locationsiteid=,   srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 ,   pstntrunkgroupchannelnum=2147483647,
sipheader=,   rckey=,   rcday=,   rcseq=,   uui=,   calltypeid=4,
CallContext:,   user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
362: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-441-ICM-94} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 - New call
363: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-441-ICM-94} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL],   dialogueId=12,
sendSeqNo=1,   trunkGroupId=100,   trunkNumber=0,   serviceId=1,

dialedNumber=2003, uui=, callguid=F5E5DCAC1000013A2038A09B0A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
F5E5DCAC1000013A2038A09B0A4244A9, user.cvp_server_info: 10.66.68.169,,
LEGID = cxpzbgbgujotzle, DNIS = 2003, ANI = 1231234
364: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT], dialogueId=12,
sendSeqNo=1, label=1234567890, correlationId=8922,
callguid=F5E5DCAC1000013A2038A09B0A4244A9, rckey=209, rcday=150430,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = cxpzbgbgujotzle, DNIS = 2003,
ANI = 1231234
365: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8922, command=null,
rckey=209, rcday=150430, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
 user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = cxpzbgbgujotzle,
DNIS = 2003, ANI = 1231234
427: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cxpzbgbgujotzle - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352745213116 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F5E5DCAC1000013A2038A09B0A4244A9 RouterCallKey=209 floatingvars=
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , ,] user.microapp.app_media_lib=
.. user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.
UseVXMLParams=N >>STATE: isTabular=false isWriteable=true cursor=-1
dnis=2003 correlationid=8922 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150430
labeltype=-1 label=12345678908922 localOffset=-480 calllegid=cxpzbgbgujotzle
>>STATE: isTabular=false isWriteable=false cursor=-1
428: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} Using Outbound Proxy for
sip:12345678908922@10.66.68.164:5060

429: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} Found an incoming CISCO-GUID
hdr : 4125482156-0268435770-0540582043-0172115113, Found an existing
CVP-ID hdr: F5E5DCAC1000013A2038A09B0A4244A9
430: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: INVITE TO
<sip:12345678908922@10.66.68.164:5060;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
431: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -
[OUTBOUND]: Invitation proceeding 100
432: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -
[OUTBOUND]: Invitation accepted - ack'ing
433: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -
[OUTBOUND]: CountObserver() is >0 and sending Re-Invite to caller.
434: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-444-SIP-305} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cxpzbgbgujotzle - [INBOUND]: Updated by : CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: with event type INV_ACCEPTED
435: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-444-SIP-305} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cxpzbgbgujotzle - [INBOUND]: Send the 200 OK back to caller with
SDP of this dialog.
436: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-444-SIP-305} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352745213521 >>BODY:
callguid=F5E5DCAC1000013A2038A09B0A4244A9 RouterCallKey=209
RouterCallKeySent=false causecode=0 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150430 calldate=Mon Nov 12 10:33:33 PST 2012
label=12345678908922 localOffset=-480 eventid=4
calllegid=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615
>>STATE: isTabular=false isWriteable=true cursor=-1
366: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-445-ICM-96} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT],

ssId=SYS_SIP1, eventId=ANSWER, causeCode=NONE,, LEGID = null,
DNIS = 2003, ANI = 1231234
367: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-445-ICM-96} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 12 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=12, sendSeqNo=2, eventId=ANSWER,
causeCode=NONE,, LEGID = cxpzbgbgujotzle, DNIS = 2003, ANI = 1231234
437: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cxpzbgbgujotzle - [INBOUND]: DsSipInviteDialog ack'ed
438: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: Updated by : CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cxpzbgbgujotzle - [INBOUND]:
with event type INV_ACKED
439: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: Acked the invite.
232: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor24} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678908922,
CALL_LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169,
CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
233: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor24} VXMLManager:generateVXML:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
234: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml,
CALL_DNIS=12345678908922, CALL_UUI=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
235: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallSession:addCall:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Added IVRCall
(DNIS=12345678908922 client: 10.66.75.241) to CallSession at slot: 0
236: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallMsgPublisher:sendNewCall:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Publishing
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL >>BODY:

replyto=true uui= callguid=F5E5DCAC1000013A2038A09B0A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=12345678908922
timezone=America/Los_Angeles mediatype=A version=CVP_9_0 calldate=Mon Nov 12
10:33:34 PST 2012 location= calltypeid=5 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=true cursor=-1
368: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL],   ssId=SYS_IVR1,
mediaType=A,   location=,   locationpkid=,   locationsiteid=,   srcaddr=,
pstntrunkgroupid=,   pstntrunkgroupchannelnum=2147483647,   sipheader=,
rckey=,   rcday=,   rcseq=,   uui=,   calltypeid=5,   CallContext:,
user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,, LEGID = null,
DNIS = 2003, ANI = 1231234
369: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
- Correlation ID routed call
370: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=13,   sendSeqNo=1,   trunkGroupId=200,   trunkNumber=0,
serviceId=2,   uui=,   correlationId=922,   location=,   locationpkid=,
pstntrunkgroupid=,   pstntrunkgroupchannelnum=2147483647,   sipheader=,,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
371: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Processing ,, [ICM_DIALOGUE_FAILURE_EVENT],
dialogueId=13,   sendSeqNo=1,   errorCode = E_UNSPECIFIED_FAILURE,,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
372: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Publishing ,, [MsgBus:DIALOGUE_FAILURE],
ssId=SYS_IVR1,   errorCode=E_UNSPECIFIED_FAILURE,, LEGID = ,
DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
237: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Received
Call message : >>HEADERS: (JMSType)=MsgBus:DIALOGUE_FAILURE
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_IVR1)
(JMSTimestamp)=1352745214083 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9 dnis=12345678908922
errorcode=15 timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid= >>STATE: isTabular=false isWriteable=false cursor=-1
238: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-449-IVR-27} DialogFailureTask:generateResponse:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 ErrorResponse generated -

StatusCode: 15

239: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
Removing CALLGUID: F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922
due to exception in CallNewHandler. (Client: 10.66.75.241) Received ICM
DialogFailure response for new call request. DialogFailure StatusCode:
15 HTTP req: { CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678908922,
CALL_UUI=, ERROR_CODE=NONE(0), CALL_ANI=sip:1231234@10.66.68.169:5060 }
[id:3023]

240: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallSession:removeCallByDNIS:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Removed IVRCall from CallSession
(DNIS=12345678908922 eventId: 6 causeCode: 1). Removed from slot: 0

241: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallMsgPublisher:sendCallStateEvent:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Publishing
CallStateEvent message: >>HEADERS: (JMSType)=MsgBus:CALL_STATE_EVENT
>>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9 dnis=12345678908922
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Mon Nov 12 10:33:34 PST 2012 localOffset=-480
calllegid= eventid=6 >>STATE: isTabular=false isWriteable=true cursor=-1

242: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} IVRSubSystem:checkInLicense: Released license
for call: F5E5DCAC1000013A2038A09B0A4244A9 - PortCheckinStatus=
PORT_CHECKIN_OK_PORT_STILL_IN_USE

373: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_IVR1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060

374: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=13,
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060

375: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
983 msecs

440: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 - [OUTBOUND]
DURATION (msecs) = 1965 - DIALOG TERMINATED. Reason: Q.850;cause=16

441: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=pool-1-thread-451-SIP-307} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9

LEGID = cxpzbgbgujotzle - [INBOUND]: Updated by : CALLGUID =

F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-

135274521311615 - [OUTBOUND]: with event type TERMINATED

442: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9

LEGID = cxpzbgbgujotzle - [INBOUND]: Waiting 2000 millisecs before

terminating.

443: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=pool-1-thread-452-SIP-308} Sending BUS MSG:>>HEADERS:

(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)

(JMSTimestamp)=1352745217094 >>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9

RouterCallKey=209 RouterCallKeySent=true causecode=13

timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0

labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:33:37 PST 2012

label=12345678908922 localOffset=-480 eventid=6 calllegid=cxpzbgbgujotzle

>>STATE: isTabular=false isWriteable=true cursor=-1

444: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9

LEGID = cxpzbgbgujotzle - [INBOUND] DURATION (msecs) = 3994 - HANGUP with

Call History12345678908922|-1;

445: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9

LEGID = cxpzbgbgujotzle - [INBOUND]: Terminated with Q.850;cause=16

376: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:

{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,

DLGID = 12 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],

ssId=SYS_SIP1,   eventId=DISCONNECT,   causeCode=CALLED_PARTY_DISCONNECTED,,

LEGID = cxpzbgbgujotzle, DNIS = 2003, ANI = 1231234

377: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:

{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,

DLGID = 12 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],   dialogueId=12,

sendSeqNo=3,   eventId=DISCONNECT,   causeCode=CALLED_PARTY_DISCONNECTED,,

LEGID = cxpzbgbgujotzle, DNIS = 2003, ANI = 1231234

378: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:

{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,

DLGID = 12 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 3 secs,

994 msecs

379: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:

{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9

- Deleted call. Duration: 0 hrs, 0 mins, 3 secs, 994 msecs

Nov 13 01:56:33.138: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

```
Received:

INVITE sip:12345678908922@10.66.75.241:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-

e5f6b267-3ff58c1f-1

Via: SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=

z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51

Max-Forwards: 68

To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 1 INVITE

Content-Length: 206

Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Expires: 60

User-Agent: CVP 9.0 (1) Build-634

Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE

Cisco-Guid: 4125482156-0268435770-0540582043-0172115113

Cisco-Gucid: F5E5DCAC1000013A2038A09B0A4244A9

Supported: replaces

Supported: norefersub

Content-Type: application/sdp

App-Info: <10.66.68.169:8000:8443>


v=0

o=twinkle 262998732 1870908846 IN IP4 10.66.68.157

s=-

c=IN IP4 10.66.68.157

t=0 0

m=audio 8000 RTP/AVP 0 101

a=rtpmap:0 PCMU/8000

a=rtpmap:101 telephone-event/8000

a=fmtp:101 0-15

a=ptime:20


Nov 13 01:56:33.150: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:

Sent:

SIP/2.0 100 Trying

Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-

e5f6b267-3ff58c1f-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;

branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>

Date: Tue, 13 Nov 2012 01:56:33 GMT

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 1 INVITE
```

```
Allow-Events: kpml, telephone-event

Server: Cisco-SIPGateway/IOS-12.x

Content-Length: 0




Nov 13 01:56:33.150: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:

Sent:

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-

e5f6b267-3ff58c1f-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;

branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556

Date: Tue, 13 Nov 2012 01:56:33 GMT

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 1 INVITE

Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER,

SUBSCRIBE, NOTIFY, INFO, REGISTER

Allow-Events: kpml, telephone-event

Contact: <sip:12345678908922@10.66.75.241:5060;transport=tcp>

Supported: replaces

Supported: sdp-anat

Server: Cisco-SIPGateway/IOS-12.x

Supported: timer

Content-Type: application/sdp

Content-Disposition: session;handling=required

Content-Length: 191


v=0

o=CiscoSystemsSIP-GW-UserAgent 1944 5243 IN IP4 10.66.75.241

s=SIP Call

c=IN IP4 10.66.75.241

t=0 0

m=audio 16806 RTP/AVP 0

c=IN IP4 10.66.75.241

a=rtpmap:0 PCMU/8000

a=ptime:20


Nov 13 01:56:33.190: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:

ACK sip:12345678908922@10.66.75.241:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~52

Max-Forwards: 70

To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc
```

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169
CSeq: 1 ACK
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 13 01:56:33.210: //7470709//HTTPC:/httpc_write_stream: Client write
buffer fd(0):
GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678908922&CALL_ANI=
sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&CALL_
LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169&CALL_UUI
=&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Ag**MSG 61024 TRUNCATED**
MSG 61024 CONTINUATION #01ent: Cisco-IOS-C3825/15.1

Nov 13 01:56:33.486: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Mon, 12 Nov 2012 18:33:33 GMT
Connection: close

Nov 13 01:56:33.498:
Nov 13 01:56:33.506: //7470709//HTTPC:/httpc_write_stream: Client
write buffer fd(0):
GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=12345678908922&CALL_UUI=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&ERROR_CODE=
0 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1

Nov 13 01:56:33.730: HTTP/1.1 500 Internal Server Error

Server: Apache-Coyote/1.1

SVR_STATE: RUNNING

QUERY_STR: MSG_TYPE=CALL_NEW&CALL_DNIS=12345678908922&CALL_UUI=&CALL_ANI=

sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.vxml&CLIENT_TYPE=

IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&ERROR_CODE=0

Content-Type: text/html;charset=ISO-8859-1

Transfer-Encoding: chunked

Date: Mon, 12 Nov 2012 18:33:33 GMT

Connection: close

Nov 13 01:56:33.730: body:

>Nov 13 01:56:33.730: <h1>Error: 500SVR_STATE: RUNNING</h1><pre>null</pre>

Nov 13 01:56:33.730:

Nov 13 01:56:34.714: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Sent:

BYE sip:1231234@10.66.68.169:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C47126F

From: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556

To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

Date: Tue, 13 Nov 2012 01:56:33 GMT

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

User-Agent: Cisco-SIPGateway/IOS-12.x

Max-Forwards: 70

Timestamp: 1352771794

CSeq: 101 BYE

Reason: Q.850;cause=16

P-RTP-Stat: PS=0,OS=0,PR=0,OR=0,PL=0,JI=0,LA=0,DU=0

Content-Length: 0

Nov 13 01:56:34.718: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:

Received:

SIP/2.0 200 Ok

Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C47126F

To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

From: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 101 BYE

Content-Length: 0

Analyse

Damit der VRU-Anruf funktioniert, müssen die "MAX length of DNIS" und die VRU-Labellänge übereinstimmen. Wenn die HTTP-Anfrage vom VXML-Gateway mit dem VRU-Label und der Korrelations-ID zurückgesendet wird, teilt das CVP das VRU-Label und die Korrelations-ID basierend auf der "MAX length of DNIS" auf. Wenn sie nicht mit der ICM-Konfiguration für die VRU-Länge übereinstimmt, teilt CVP die Korrelation-ID falsch auf, die letztendlich von ICM abgelehnt wird. In diesem Fall sendet ICM das VRU-Etikett 1234567890 und die Korrelation-ID 8922. Wenn das CVP die Request Instruction sendet, sendet es die Correlation-ID 922. Infolgedessen beschwert sich ICM, dass 922 eine unbekannte Korrelations-ID ist. Da ICM keine Antwort auf einen Anruf mit der Korrelation-ID 8922 erhalten hat, wird auch eine Zeitüberschreitung verzeichnet. ICM weiß nicht, dass der Anruf mit der Korrelation-ID 8922 und 922 Teil derselben Anrufe ist. Für den 922 gibt er also unbekannt zurück und für den 8922 wurde das Zeitlimit überschritten.

Ausgabe 6: ICM/CVP sendet falsche URL

Die Medien-URL ist unvollständig

```
10:47:26:900 ra-rtr Trace: (116 x 0 : 0 0) NewCall: CID=(150431,201), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
10:47:26:900 ra-rtr Trace: (116 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.
10:47:26:900 ra-rtr Trace: (116 x 0 : 0 0) Correlation id for dialog is (9000).
10:47:26:900 ra-rtr Trace: (116 x 9000 : 0 0) TransferToVRU: Label=1234567890,
CorID=9000, VRUID=5000, RCID=5001
10:47:26:900 ra-rtr Trace: (116 x 9000 : 0 0) TransferConnect sent. Dialog
pending.
10:47:27:890 ra-rtr Trace: (116 117 9000 : 0 0) RequestInstr: CID=(150431,201),
CallState=1
10:47:27:890 ra-rtr Trace: (116 117 9000 : 0 0) Dialog transfer to VRU
successful - now running script.
10:47:27:890 ra-rtr Trace: (116 117 9000 : 0 0) Runscript sent. Dialog
pending.
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog handling script resp
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) VRU script response had error.
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog resuming (Script response
received (error).) status (1)
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) RouteComplete:
10:47:27:996 ra-rtr Trace:      Route: CID=(150431,201), Labels=0
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog sending release call
to VRU
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Deleting Dialog.

5734: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.10} Generated a new CISCO-GUID hdr : 4212716858-0268435770-
2062965771-0172115113, Generated a new CVP-ID
hdr : FB18F53A1000013A7AF65C0B0A4244A9
5735: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.10} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
```

YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND]: Call is
missing an RPID header. No survivability in use.
5736: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.10} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND]: ReqURI (DN)
sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:false m_
needs_postcallsurvey:false
5737: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.10} NEW CALL with guid=FB18F53A1000013A7AF65C0B0A4244A9
legid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. dn=2003 ani=1231234
uui=null calldate=Tue Nov 13 10:47:27 PST 2012 video=false
cachecallcontext = false is_postcallsurvey = false RouterCallKey = null
RouterCallKeyDay = null RouterCallKeySequenceNumber = null
5738: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.10} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352832447802
>>BODY: replyto=true callguid=FB18F53A1000013A7AF65C0B0A4244A9 ani=1231234
dnis=2003 timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=
64.104.205.107 calldate=Tue Nov 13 10:47:27 PST 2012 calltypeid=4
localOffset=-480 calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ.
>>STATE: isTabular=false isWriteable=true cursor=-1
1980: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL],   ssId=SYS_SIP1,   mediaType=,   location=,
locationpkid=,   locationsiteid=,   srcaddr=64.104.205.107,
pstntrunkgroupid=64.104.205.107 ,   pstntrunkgroupchannelnum=2147483647,
sipheader=,   rckey=,   rcday=,   rcseq=,   uui=,   calltypeid=4,
CallContext:,   user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
1981: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 - New call
1982: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL],   dialogueId=116,   sendSeqNo=1,   trunkGroupId=100,
trunkNumber=0,   serviceId=1,   dialedNumber=2003,   uui=,
callguid=FB18F53A1000013A7AF65C0B0A4244A9,   rckey=,   rcday=,   rcseq=,
location=,   locationpkid=,   pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647,   sipheader=,   CallContext:,
user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,   user.cvp_server_info:
10.66.68.169,, LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ.,
DNIS = 2003, ANI = 1231234
1983: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-171-ICM-704} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT],   dialogueId=116,   sendSeqNo=1,
label=1234567890,   correlationId=9000,
callguid=FB18F53A1000013A7AF65C0B0A4244A9,   rckey=201,   rcday=150431,
rcseq=0,   CallContext:,   user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =

YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
1984: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-171-ICM-704} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,,
[MsgBus:CONNECT],   ssId=SYS_SIP1,   labelType=,   label=1234567890,
correlationId=9000,   command=null,   rckey=201,   rcday=150431,
rcseq=0,   CallContext:,   user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
5739: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND] Handling CONNECT
:>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352832447818 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , ,] user.microapp.media_server=
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null,
null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null,
null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=
true cursor=-1 dnis=2003 correlationid=9000 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150431
labeltype=-1 label=12345678909000 localOffset=-480
calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ.
>>STATE: isTabular=false isWriteable=false cursor=-1
5740: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Static route matched 12345678909000 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
5741: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Using Local Static Route for
sip:12345678909000@10.66.75.241
5742: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Found an incoming CISCO-GUID hdr :
4212716858-0268435770-2062965771-0172115113, Found an existing CVP-ID hdr:
FB18F53A1000013A7AF65C0B0A4244A9
5743: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9-
1352832447818137 - [OUTBOUND]: INVITE TO <sip:12345678909000@10.66.75.241;
transport=tcp> FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60]
100REL[Unsupported]
5744: 10.66.68.169: Nov 13 2012 10:47:28.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Invitation proceeding 100
5745: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Invitation accepted - ack'ing
5746: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.
5747: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND]: Updated by :
CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]: with
event type INV_ACCEPTED
5748: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND]:
Send the 200 OK back to caller with SDP of this dialog.
5749: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} Sending BUS MSG:>>HEADERS: (JMSType)=
MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352832448379 >>BODY: callguid=
FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
10:47:28 PST 2012 label=12345678909000 localOffset=-480 eventid=4
calllegid=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137
>>STATE: isTabular=false isWriteable=true cursor=-1
1985: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=ANSWER,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234
1986: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=116, sendSeqNo=2, eventId=ANSWER,
causeCode=NONE,, LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ.,
DNIS = 2003, ANI = 1231234
1269: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB18F53A1000013A7AF65C0B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678909000,
CALL_LEGID=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137@10.66.68.169,
CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
1270: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-6-VBCLIENT
_ADDED: Added client - Type: IOS Name: 10.66.75.241 [id:3013]
1271: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
5750: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND]:
DsSipInviteDialog ack'ed

5751: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9
-1352832447818137 - [OUTBOUND]: Updated by : CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND]: with event
type INV_ACKED
5752: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Acked the invite.
1272: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ANI=sip:1231234@10.66.68.169:5060, CALL_UUI=,
MSG_TYPE=CALL_NEW, ERROR_CODE=NONE(0), CLIENT_TYPE=IOS,
CALL_ID=FB18F53A1000013A7AF65C0B0A4244A9, CALL_DNIS=12345678909000,
RECOVERY_VXML=flash:recovery.vxml }
1273: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:addCall:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Added IVRCall (
DNIS=12345678909000 client: 10.66.75.241) to CallSession at slot: 0
1274: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Publishing
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL >>BODY:
replyto=true uui= callguid=FB18F53A1000013A7AF65C0B0A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=12345678909000
timezone=America/Los_Angeles mediatype=A version=CVP_9_0 calldate=Tue Nov 13
10:47:28 PST 2012 location= calltypeid=5 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=true cursor=-1
1987: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,
user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,, LEGID = null, DNIS = 2003,
ANI = 1231234
1988: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
- Correlation ID routed call
1989: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 117 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=117, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,
serviceId=2, uui=, correlationId=9000, location=, locationpkid=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = , DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1990: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-173-ICM-707} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Processing ,,
[ICM_RUN_SCRIPT_REQ], dialogueId=117, sendSeqNo=1, invokedId=1,

scriptId=PM,Welcome,   scriptConfiguration=,   ced=,
callguid=FB18F53A1000013A7AF65C0B0A4244A9,   rckey=201,   rcday=150431,
rcseq=1,   CallContext:,   user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1991: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-173-ICM-707} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Publishing ,,
[MsgBus:RUN_SCRIPT_REQ],   ssId=SYS_IVR1,   requestId=1,
scriptId=PM,Welcome,   scriptConfig=,   ced=,   rckey=201,   rcday=150431,
rcseq=1,   switch_leg_ani=1231234,   switch_leg_dnis=2003,
CallContext:,   user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1275: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=
FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Received Call message :
>>HEADERS: (JMSType)=MsgBus:RUN_SCRIPT_REQ (JMSDestination)=
Topic(CVP.ICM.CC.REQ.SYS_IVR1) (JMSTimestamp)=1352832448801 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: ced= scriptconfiguration=
callguid=FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 ani=1231234
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , ,] user.microapp.media_server=
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null,
null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null,
null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable
=true cursor=-1 dnis=12345678909000 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=1 version=CVP_9_0 RouterCallKeyDay=150431
localOffset=-480 switch_leg_dnis=2003 switch_leg_ani=1231234 calllegid=
scriptid=PM,Welcome requestid=1 >>STATE: isTabular=false isWriteable=
false cursor=-1
1276: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VXMLManager:generateVXML:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'PlayMediaIOS.template' for client: 10.66.75.241 clientType: IOS
1277: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB18F53A1000013A7AF65C0B0A4244A9, MSG_TYPE=
CALL_RESULT, CALL_SEQ_NUM=1, ERROR_CODE=MEDIA_FILE_NOT_FOUND(9) }
1278: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-3-
CALL_ERROR: CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9
DNIS=12345678909000 Media Fetch Error for URL=
http://10.66.68.169:7000/CVP/en-us/app/Welcome.wav
(Client: 10.66.75.241) [id:3023]
1279: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-3-
CALL_ERROR: RunScript Error from 10.66.75.241 [MEDIA_FILE_NOT_FOUND(9)]
CALLGUID: FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000
{VRUScriptName: 'PM,Welcome' ConfigParam: ''} [id:3023]
1280: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} CallMsgPublisher:sendRunScriptResult:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000

Publishing RunScriptResult message: >>HEADERS:
(JMSType)=MsgBus:SCRIPT_RESULT >>BODY:
callguid=FB18F53A1000013A7AF65C0B0A4244A9 floatingvars=>>HEADERS:
(JMSType)=MsgBus:FLOATINGVARS >>BODY: user.microapp.error_code=9
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909000
resultcode=false timezone=America/Los_Angeles version=CVP_9_0
calldate=Tue Nov 13 10:47:28 PST 2012 localOffset=-480 calllegid=
requestid=1 >>STATE: isTabular=false isWriteable=true cursor=-1
1992: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-179-ICM-708} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Processing ,,
[MsgBus:SCRIPT_RESULT], ssId=SYS_IVR1, requestId=1, resultCode=false,
ced=, CallContext:,   user.microapp.error_code: 9,, LEGID = ,
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1993: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-179-ICM-708} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Publishing ,,
[ICM_RUN_SCRIPT_RESULT], dialogueId=117, sendSeqNo=2, invokedId=1,
resultCode=false, ced=, newTransaction=false, CallContext:,
user.microapp.error_code: 9,, LEGID = , DNIS = 12345678909000, ANI =
sip:1231234@10.66.68.169:5060
1994: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-180-ICM-709} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 117 [IVR_LEG] - Processing ,, [ICM_RELEASE], dialogueId=117,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909000,
ANI = sip:1231234@10.66.68.169:5060
1995: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-180-ICM-709} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 117 [IVR_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_IVR1,
cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909000,
ANI = sip:1231234@10.66.68.169:5060
1996: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-181-ICM-710} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=116,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
1997: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-181-ICM-710} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
1281: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Received Call
message : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=
Topic(CVP.ICM.CC.EVENT.SYS_IVR1) (JMSTimestamp)=1352832448910 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB18F53A1000013A7AF65C0B0A4244A9 dnis=12345678909000 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=false cursor=-1
1282: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-182-IVR-164} DisconnectTask:generateResponse:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000

```
DisconnectResponse generated - CallReleaseCode: 0
1283: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML: CALLGUID=
FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'Disconnect.template' for client: 10.66.75.241 clientType: IOS
5753: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} MessagingWorker:run: CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)
=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352832448910 (ServerID)
=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FB18F53A1000013A7AF65C0B0A4244A9 dnis=2003 causecode=0 timezone=America/Los_
Angeles version=CVP_9_0 localOffset=-480 calllegid=
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. >>STATE: isTabular=false
isWriteable=false cursor=-1
5754: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352832448910 >>BODY: callguid=FB18F53A1000013A7AF65C0B0A4244A9
RouterCallKey=201 RouterCallKeySent=true causecode=1 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150431 calldate=Tue Nov 13 10:47:28 PST 2012
label=12345678909000 localOffset=-480 eventid=6
calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ.
>>STATE: isTabular=false isWriteable=true cursor=-1
5755: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND] DURATION
(msecs) = 1108 - HANGUP with Call History12345678909000|-1;
1998: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],   ssId=SYS_SIP1,
eventId=DISCONNECT,   causeCode=NORMAL_COMPLETION,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
1999: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],   dialogueId=116,
sendSeqNo=3,   eventId=DISCONNECT,   causeCode=NORMAL_COMPLETION,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
2000: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
108 msecs
1284: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from 10.66.75.241:
{ MSG_TYPE=CALL_RESULT, ERROR_CODE=HANGUP(1), CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9, CALL_SEQ_NUM=2 }
1285: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VXMLManager:generateAckVXML: CALLGUID=
FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template 'Ack.template'
for client: 10.66.75.241 clientType: IOS
```

```
Nov 14 02:10:28.042: //7471196//HTTPC:/httpc_write_stream: Client write
buffer fd(0):
GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678909000&CALL_ANI=
sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_VXML=
flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9&CALL_LEGID=
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137@10.66.68.169&CALL_UUI=
&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-A**MSG 61066 TRUNCATED**
**MSG 61066 CONTINUATION #01**gent: Cisco-IOS-C3825/15.1


Nov 14 02:10:28.318: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 18:47:28 GMT
Connection: close


GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=12345678909000&
CALL_UUI=&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=
flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9&ERROR_CODE=0 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1

Nov 14 02:10:28.562: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 18:47:28 GMT
Connection: close



Nov 14 02:10:28.566: body:
Nov 14 02:10:28.566: ... Buffer too large - truncated to (4096) len.
Nov 14 02:10:28.566: <?xml version="1.0" encoding="iso-8859-1"?>
 <vxml version="2.0" xml:lang="en-us">
    <var name="MSG_TYPE" expr="'CALL_RESULT'" />
    <var name="CALL_ID" expr="'FB18F53A1000013A7AF65C0B0A4244A9'" />
```

```xml
   <var name="CALL_SEQ_NUM" expr="1" />
   <var name="ERROR_CODE" expr="0" />
   <var name="DEBUG" expr="1" />
   <property name="com.cisco.media-logging-id" value=
"'FB18F53A1000013A7AF65C0B0A4244A9'" />


   <form id="ExternalVXML" scope="dialog">



           <catch event="error.com.cisco.callhandoff.failure">
           <goto next="#TrySubmit"/>
       </catch>

       <object name="dummyobj" classid="builtin://com.cisco.callhandoff">
               <param name="return" expr="true" valuetype="data"/>
           <param name="app-uri" expr="'builtin://dummyobj'" valuetype=
"data"/>
           <prompt bargein="true" cisco-maxtime="0s" cisco-typeaheadflush=
"false" >
                       <audio src="http://10.66.68.169:7000/CVP/en-
us/app/Welcome.wav" fetchtimeout="4s" />
           </prompt>
           <filled>
                   <goto next="#TrySubmit"/>
           </filled>
           </object>
```

Nov 14 02:10:28.586:
Nov 14 02:10:28.594: //7471196//HTTPC:/httpc_write_stream: Client write
buffer fd(0):
GET /CVP/en-us/app/Welcome.wav HTTP/1.1
Host: 10.66.68.169:7000
Content-Type: application/x-www-form-urlencoded
Connection: Keep-Alive
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1

Nov 14 02:10:28.598: HTTP/1.1 404 Not Found
Server: Apache-Coyote/1.1
Content-Type: text/html;charset=utf-8
Content-Length: 1030
Date: Tue, 13 Nov 2012 18:47:28 GMT

Nov 14 02:10:28.598: body:
Nov 14 02:10:28.598: <html><head><title>Apache Tomcat/5.5.31 - Error

```
report</title><style><!--H1 {font-family:Tahoma,Arial,sans-serif;
color:white;background-color:#525D76;font-size:22px;} H2
{font-family:Tahoma,Arial,sans-serif;color:white;background-color:
#525D76;font-size:16px;} H3 {font-family:Tahoma,Arial,sans-serif;
color:white;background-color:#525D76;font-size:14px;} BODY
{font-family:Tahoma,Arial,sans-serif;color:black;background-
color:white;} B {font-family:Tahoma,Arial,sans-serif;color:white;
background-color:#525D76;} P {font-family:Tahoma,Arial,sans-serif;
background:white;color:black;font-size:12px;}A {color : black;}A.name
{color : black;}HR {color : #525D76;}--></style> </head><body>
<h1>HTTP Status 404 - /CVP/en-us/app/Welcome.wav</h1><HR size="1"
noshade="noshade"><p><b>type</b> Status report</p><p><b>message</b>
<u>/CVP/en-us/app/Welcome.wav</u></p><p><b>description</b>
<u>The requested resource (/CVP/en-us/app/Welcome.wav) is not
available.</u></p><HR size="1" noshade="noshade"><h3>Apache
Tomcat/5.5.31</h3></body></html>
Nov 14 02:10:28.602:
Nov 14 02:10:28.646: //7471196//HTTPC:/httpc_write_stream: Client
write buffer fd(1):
GET /cvp/VBServlet?MSG_TYPE=CALL_RESULT&CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9&CALL_SEQ_NUM=1&ERROR_CODE=9 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1
```

Analyse

Damit Audio-Aufforderungen an die richtigen Stellen abgespielt werden können, müssen alle erforderlichen Variablen korrekt eingestellt werden. Es gibt wenige Variablen, die zur URL der Audiodateien beitragen. Sie müssen sicherstellen, dass die Verwendung dieser CVPs die URL für die Audiodatei erstellt. An diesem Speicherort müssen Audiodateien verfügbar sein. Es ist auch wichtig zu bestimmen, welche Art von Medienserver verwendet wird. Tomcat für den VXML-Server, der Port 7000 abhört, Tomcat für den Anrufserver, der den Anschluss 8000 abhört, sowie den Internetinformationsserver (IIS), der den Anruf auf Port 80 abhört. In einigen Fällen verfügt der Kunde möglicherweise über einen anderen Webserver, der als Medienserver verwendet werden kann. Es ist wichtig, dass auf dem ICM korrekte Variablen festgelegt werden, um eine richtige URL für die Mediendateien zu erstellen. Die Dateien müssen sich auch am richtigen Ort auf dem Medienserver befinden.

Die Medien-URL für den VXML-Server ist falsch.

```
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) NewCall: CID=(150431,208), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) Correlation id for dialog is (9008).
11:04:09:185 ra-rtr Trace: (130 x 9008 : 0 0) TransferToVRU: Label=1234567890,
```

CorID=9008, VRUID=5000, RCID=5001

11:04:09:185 ra-rtr Trace: (130 x 9008 : 0 0) TransferConnect sent. Dialog
pending.
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) RequestInstr: CID=(150431,208),
CallState=1
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) Dialog transfer to VRU
successful - now running script.
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) Runscript sent. Dialog pending.
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog handling script resp
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) VRU script response had error.
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog resuming (Script
response received (error).) status (1)
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) RouteComplete:
11:04:10:381 ra-rtr Trace: Route: CID=(150431,208), Labels=0
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog sending release call to VRU
11:04:10:382 ra-rtr Trace: (130 131 9008 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
11:04:10:382 ra-rtr Trace: (130 131 9008 : 0 0) Deleting Dialog.

6028: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4213719205-0268435770-
0046575080-0172115113, Generated a new CVP-ID hdr :
FB2840A51000013A02C6ADE80A4244A9
6029: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND]: Call is
missing an RPID header. No survivability in use.
6030: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.5} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND]: ReqURI (DN)
sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:
false m_needs_postcallsurvey:false
6031: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} NEW CALL with guid=FB2840A51000013A02C6ADE80A4244A9
legid=ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. dn=2003 ani=1231234
uui=null calldate=Tue Nov 13 11:04:10 PST 2012 video=false
cachecallcontext = false is_postcallsurvey = false RouterCallKey = null
RouterCallKeyDay = null RouterCallKeySequenceNumber = null
6032: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352833450149
>>BODY: replyto=true callguid=FB2840A51000013A02C6ADE80A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 11:04:10 PST 2012
calltypeid=4 localOffset=-480 calllegid=
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. >>STATE: isTabular=false
isWriteable=true cursor=-1
2282: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL],   ssId=SYS_SIP1,   mediaType=,   location=,

locationpkid=, locationsiteid=, srcaddr=64.104.205.107,
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: FB2840A51000013A02C6ADE80A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
2283: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 - New call
2284: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=130, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: FB2840A51000013A02C6ADE80A4244A9, user.cvp_server_info:
10.66.68.169,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY.,
DNIS = 2003, ANI = 1231234
2285: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-449-ICM-826} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=130, sendSeqNo=1,
label=1234567890, correlationId=9008,
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=208, rcday=150431,
rcseq=0, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY., DNIS = 2003, ANI = 1231234
2286: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-449-ICM-826} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Publishing ,,
[MsgBus:CONNECT], ssId=SYS_SIP1, labelType=, label=1234567890,
correlationId=9008, command=null, rckey=208, rcday=150431,
rcseq=0, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY., DNIS = 2003, ANI = 1231234
6033: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND] Handling
CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352833450149
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 floatingvars=
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003
correlationid=9008 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0

version=CVP_9_0 RouterCallKeyDay=150431 labeltype=-1 label=12345678909008
localOffset=-480 calllegid=ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY.
>>STATE: isTabular=false isWriteable=false cursor=-1
6034: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Static route matched 12345678909008 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
6035: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Using Local Static Route for
sip:12345678909008@10.66.75.241
6036: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Found an incoming CISCO-GUID
hdr : 4213719205-0268435770-0046575080-0172115113, Found an existing CVP-ID
hdr: FB2840A51000013A02C6ADE80A4244A9
6037: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID = FB2840A51000013A02C6ADE80A4244A9-
1352833450165150 - [OUTBOUND]: INVITE TO <sip:12345678909008@10.66.75.241;
transport=tcp> FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60]
100REL[Unsupported]
6038: 10.66.68.169: Nov 13 2012 11:04:10.445 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Invitation proceeding 100
6039: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 -
[OUTBOUND]: Invitation accepted - ack'ing
6040: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.
6041: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND]: Updated by :
CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]: with
event type INV_ACCEPTED
6042: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND]: Send the 200 OK
back to caller with SDP of this dialog.
6043: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352833450664 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
11:04:10 PST 2012 label=12345678909008 localOffset=-480 eventid=4
calllegid=FB2840A51000013A02C6ADE80A4244A9-1352833450165150
>>STATE: isTabular=false isWriteable=true cursor=-1

2287: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=ANSWER,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234
2288: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=130, sendSeqNo=2, eventId=ANSWER,
causeCode=NONE,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY.,
DNIS = 2003, ANI = 1231234
6044: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND]:
DsSipInviteDialog ack'ed
6045: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-453-SIP-4408} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND]: with event
type INV_ACKED
6046: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-453-SIP-4408} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Acked the invite.
1497: 10.66.68.169: Nov 13 2012 11:04:11.038 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB2840A51000013A02C6ADE80A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678909008,
CALL_LEGID=FB2840A51000013A02C6ADE80A4244A9-1352833450165150@10.66.68.169,
CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
1498: 10.66.68.169: Nov 13 2012 11:04:11.038 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
1499: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB2840A51000013A02C6ADE80A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678909008,
CALL_UUI=, ERROR_CODE=NONE(0), CALL_ANI=sip:1231234@10.66.68.169:5060 }
1500: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:addCall:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Added IVRCall (DNIS=12345678909008
client: 10.66.75.241) to CallSession at slot: 0
1501: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Publishing
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL >>BODY: replyto=true
uui= callguid=FB2840A51000013A02C6ADE80A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=12345678909008 timezone=America/
Los_Angeles mediatype=A version=CVP_9_0 calldate=Tue Nov 13 11:04:11 PST 2012
location= calltypeid=5 localOffset=-480 calllegid= >>STATE: isTabular=false

isWriteable=true cursor=-1
2289: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,
user.media.id: FB2840A51000013A02C6ADE80A4244A9,, LEGID = null, DNIS = 2003,
ANI = 1231234
2290: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 -
Correlation ID routed call
2291: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=131, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,
serviceId=2, uui=, correlationId=9008, location=, locationpkid=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
2292: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-455-ICM-829} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 131 [IVR_LEG] - Processing ,,
[ICM_RUN_SCRIPT_REQ], dialogueId=131, sendSeqNo=1, invokedId=1,
scriptId=GS,Server,V, scriptConfiguration=, ced=,
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=208, rcday=150431,
rcseq=1, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
2293: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-455-ICM-829} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing ,, [MsgBus:RUN_SCRIPT_REQ],
ssId=SYS_IVR1, requestId=1, scriptId=GS,Server,V, scriptConfig=,
ced=, rckey=208, rcday=150431, rcseq=1, switch_leg_ani=1231234,
switch_leg_dnis=2003, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
1502: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Received
Call message : >>HEADERS: (JMSType)=MsgBus:RUN_SCRIPT_REQ
(JMSDestination)=Topic(CVP.ICM.CC.REQ.SYS_IVR1)
(JMSTimestamp)=1352833451272 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:
CVP90.MsgBus001 >>BODY: ced= scriptconfiguration=
callguid=FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 ani=1231234
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.
ToExtVXML=[application=HelloWorld, null, null, null, null]
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909008
timezone=America/Los_Angeles RouterCallKeySequenceNumber=1

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version=CVP_9_0 RouterCallKeyDay=150431 localOffset=-480
switch_leg_dnis=2003 switch_leg_ani=1231234 calllegid=
scriptid=GS,Server,V requestid=1  >>STATE: isTabular=false
isWriteable=false cursor=-1
1503: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VXMLManager:generateVXML:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template
'GetSpeech-External.template' for client: 10.66.75.241 clientType: IOS
1504: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB2840A51000013A02C6ADE80A4244A9,
MSG_TYPE=CALL_RESULT, CALL_SEQ_NUM=1, ERROR_CODE=MEDIA_FILE_NOT_FOUND(9) }
1505: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 External VXML
located at http://10.66.68.169:7000/CVP/en-us/../Server.vxml resulted in a
bad fetch (Client: 10.66.75.241) [id:3023]
1506: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
RunScript Error from 10.66.75.241 [MEDIA_FILE_NOT_FOUND(9)] CALLGUID:
FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 {VRUScriptName:
'GS,Server,V' ConfigParam: ''} [id:3023]
1507: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} CallMsgPublisher:sendRunScriptResult:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Publishing
RunScriptResult message: >>HEADERS: (JMSType)=MsgBus:SCRIPT_RESULT >>BODY:
callguid=FB2840A51000013A02C6ADE80A4244A9 floatingvars=>>HEADERS:
(JMSType)=MsgBus:FLOATINGVARS >>BODY: user.microapp.caller_input=
user.microapp.FromExtVXML=[, , , ] user.microapp.error_code=9
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909008
resultcode=false timezone=America/Los_Angeles version=CVP_9_0
calldate=Tue Nov 13 11:04:11 PST 2012 localOffset=-480 calllegid=
requestid=1  >>STATE: isTabular=false isWriteable=true cursor=-1
2294: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-457-ICM-830} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Processing ,, [MsgBus:SCRIPT_RESULT],
ssId=SYS_IVR1,   requestId=1,   resultCode=false,   ced=,   CallContext:,
user.microapp.error_code: 9,, LEGID = , DNIS = 12345678909008,
ANI = sip:1231234@10.66.68.169:5060
2295: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-457-ICM-830} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing ,, [ICM_RUN_SCRIPT_RESULT],
dialogueId=131,   sendSeqNo=2,   invokedId=1,   resultCode=false,
ced=,   newTransaction=false,   CallContext:,     user.microapp.error_code: 9,,
LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
2296: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-458-ICM-831} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Processing ,, [ICM_RELEASE],   dialogueId=131,
sendSeqNo=2,   cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909008,
ANI = sip:1231234@10.66.68.169:5060
2297: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-458-ICM-831} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing ,, [MsgBus:DISCONNECT],   ssId=SYS_IVR1,
cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909008,
ANI = sip:1231234@10.66.68.169:5060
```

2298: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-459-ICM-832} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Processing ,, [ICM_RELEASE],   dialogueId=130,
sendSeqNo=2,   cause=NORMAL_CALL_CLEARING,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY., DNIS = 2003, ANI = 1231234
2299: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-459-ICM-832} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT],   ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY., DNIS = 2003, ANI = 1231234
1508: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=
FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Received Call message :
>>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=
Topic(CVP.ICM.CC.EVENT.SYS_IVR1) (JMSTimestamp)=1352833451350 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 dnis=12345678909008 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=false cursor=-1
1509: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-460-IVR-206} DisconnectTask:generateResponse:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008
DisconnectResponse generated - CallReleaseCode: 0
1510: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template
'Disconnect.template' for client: 10.66.75.241 clientType: IOS
6047: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} MessagingWorker:run: CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=
Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352833451350 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 dnis=2003 causecode=0 timezone=America/
Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. >>STATE: isTabular=false
isWriteable=false cursor=-1
6048: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352833451350 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=true
causecode=1 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
11:04:11 PST 2012 label=12345678909008 localOffset=-480 eventid=6
calllegid=ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. >>STATE:
isTabular=false isWriteable=true cursor=-1
6049: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND] DURATION (msecs)
= 1201 - HANGUP with Call History12345678909008|-1;

6050: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND]:
Terminated with Q.850;cause=16
6051: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4410} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND]: with event type
TERMINATED
6052: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]
DURATION (msecs) = 1185 - HANGUP with Call History
6053: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Terminated with Q.850;cause=16
2300: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY., DNIS = 2003,
ANI = 1231234
2301: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=130,
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY., DNIS = 2003,
ANI = 1231234
2302: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
201 msecs

GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678909008&CALL_ANI=
sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=FB2840A51000013A02C6ADE80A4244A9&CALL_LEGID=
FB2840A51000013A02C6ADE80A4244A9-1352833450165150@10.66.68.169&CALL_UUI=
&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-A**MSG 61073 TRUNCATED**
MSG 61073 CONTINUATION #01gent: Cisco-IOS-C3825/15.1

Nov 14 02:27:10.794: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1

```
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 19:04:11 GMT
Connection: close




GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=12345678909008&CALL_UUI=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.vxml&
CLIENT_TYPE=IOS&CALL_ID=FB2840A51000013A02C6ADE80A4244A9&ERROR_CODE=0 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html, audio/basic,
audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1




Nov 14 02:27:11.042: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 19:04:11 GMT
Connection: close




Nov 14 02:27:11.042: body:
Nov 14 02:27:11.042: ... Buffer too large - truncated to (4096) len.
Nov 14 02:27:11.042: <?xml version="1.0" encoding="iso-8859-1"?>
 <vxml version="2.0">
   <var name="MSG_TYPE" expr="'CALL_RESULT'" />
   <var name="CALL_ID" expr="'FB2840A51000013A02C6ADE80A4244A9'" />
   <var name="CALL_SEQ_NUM" expr="1" />
   <var name="ERROR_CODE" expr="0" />
   <var name="CALLCED" />
   <var name="FROM_EXTVXML0" />
   <var name="FROM_EXTVXML1" />
   <var name="FROM_EXTVXML2" />
   <var name="FROM_EXTVXML3" />
  <var name="DEBUG" expr="1" />
   <property name="com.cisco.media-logging-id" value=
"'FB2840A51000013A02C6ADE80A4244A9'" />
   <property name="fetchaudiodelay" value="2s" />
  <property name="fetchaudiominimum" value="5s" />


   <form id="GS" scope="dialog">
        <property name="com.cisco.tts-server" value="rtsp://
tts-en-us/synthesizer"/>
        <property name="com.cisco.asr-server" value="rtsp://
asr-en-us/recognizer"/>
```

```
        <subdialog name="Server"  src="http://10.66.68.169:
7000/CVP/en-us/../Server.vxml" >

                <param name="application" expr="'HelloWorld'"/>


            <filled>
                    <assign name="document.FROM_EXTVXML0"
expr="Server.FromExtVXML0"/>
                    <assign name="document.FROM_EXTVXML1"
expr="Server.FromExtVXML1"/>
                    <assign name="document.FROM_EXTVXML2"
expr="Server.FromExtVXML2"/>
                    <assign name="document.FROM_EXTVXML3"
expr="Server.FromExtVXML3"/>
                    <assign name="document.CALLCED"
expr="Server.caller_input"/>

                    <if cond="Server.caller_input == 'system_unavailable'">
                            <assign name="ERROR_CODE" expr="40"/>
                    <elseif cond="Server.caller_input == 'app_error'"/>
                            <assign name="ERROR_CODE" expr="41"/>
                    <elseif cond="Server.caller_input == 'app_hangup'"/>
                            <assign name="ERROR_CODE" expr="42"/>
                    <elseif cond="Server.caller_input == 'suspended'"/>
                            <assign name="ERROR_CODE" expr="43"/>
                    <elseif cond="Server.caller_input ==
'no_session_error'"/>
                            <assign name="ERROR_CODE" expr="44"/>
                    </if>
                    <goto next="#TrySubmit"/>
            </filled>
        </subdialog>
```

```
Nov 14 02:27:11.078: //7471240//HTTPC:/httpc_write_stream: Client write
buffer fd(0):
GET /CVP/Server.vxml HTTP/1.1
Host: 10.66.68.169:7000
Content-Type: application/x-www-form-urlencoded
Connection: Keep-Alive
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1

Nov 14 02:27:11.082: HTTP/1.1 404 Not Found
Server: Apache-Coyote/1.1
Content-Type: text/html;charset=utf-8
Content-Length: 1000
Date: Tue, 13 Nov 2012 19:04:11 GMT
```

```
Nov 14 02:27:11.082: body:
Nov 14 02:27:11.082: <html><head><title>Apache Tomcat/5.5.31 -
Error report</title><style><!--H1 {font-family:Tahoma,Arial,sans-serif;
color:white;background-color:#525D76;font-size:22px;} H2 {font-family:
Tahoma,Arial,sans-serif;color:white;background-color:#525D76;font-size:16px;}
H3 {font-family:Tahoma,Arial,sans-serif;color:white;background-color:#525D76;
font-size:14px;} BODY {font-family:Tahoma,Arial,sans-serif;color:black;
background-color:white;} B {font-family:Tahoma,Arial,sans-serif;color:
white;background-color:#525D76;} P {font-family:Tahoma,Arial,sans-serif;
background:white;color:black;font-size:12px;}A {color : black;}A.name
{color : black;}HR {color : #525D76;}--></style> </head><body>
<h1>HTTP Status 404 - /CVP/Server.vxml</h1><HR size="1" noshade="noshade">
<p><b>type</b> Status report</p><p><b>message</b> <u>/CVP/Server.vxml</u></p>
<p><b>description</b> <u>The requested resource (/CVP/Server.vxml) is not
available.</u></p><HR size="1" noshade="noshade"><h3>Apache Tomcat/5.5.31</h3>
</body></html>
Nov 14 02:27:11.090:
Nov 14 02:27:11.094: //7471240//HTTPC:/httpc_write_stream: Client write
buffer fd(1):
GET /cvp/VBServlet?MSG_TYPE=CALL_RESULT&CALL_ID=
FB2840A51000013A02C6ADE80A4244A9&CALL_SEQ_NUM=1&ERROR_CODE=9 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1
```

Analyse

In ICM muss die UsexVXMLParams-Variable auf "N" gesetzt werden, wenn sich der VXML-Server im Anruffluss befindet. Wenn sie nicht festgelegt ist, fügt das CVP dem nicht vorhandenen URL Server.vxml hinzu. Als Ergebnis gibt der VXML-Server eine 400-Fehlermeldung zurück, und das VXML-Gateway gibt den Fehlercode 9 zurück, was eine falsche URL bedeutet.

Ausgabe 7: SigDigit

CVP hat keine Route für das VRU-Label nach der Preausing-SigDigit-Einstellung.

```
15:11:26:765 ra-rtr Trace: (139 x 0 : 0 0) NewCall: CID=(150431,214),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
15:11:26:765 ra-rtr Trace: (139 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
15:11:26:765 ra-rtr Trace: (139 x 0 : 0 0) Correlation id for dialog is (9013).
15:11:26:765 ra-rtr Trace: (139 x 9013 : 0 0) TransferToVRU: Label=1234567890,
CorID=9013, VRUID=5000, RCID=5001
15:11:26:765 ra-rtr Trace: (139 x 9013 : 0 0) TransferConnect sent. Dialog pending.
```

```
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) ReRoute: Reason=1 CallState=1.
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Dialog handling a reroute request
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Dialog resuming (ReRoute requested.)
status (1)
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) RouteComplete:
15:11:26:776 ra-rtr Trace:        Route: CID=(150431,214), Labels=0
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Dialog sending release call message
to Routing Client ID(5001).
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Deleting Dialog.


6218: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4228555991-0268435770-1640145969-
0172115113, Generated a new CVP-ID hdr : FC0AA4D71000013A61C2A4310A4244A9
6219: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Call is missing an RPID header.  No survivability in use.
6220: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Stripping 3 sigdigits from 6062003 and saving them as [606]
6221: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
ReqURI (DN) sip:6062003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:
false m_needs_postcallsurvey:false
6222: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:  {
Thrd=DATAI.5} NEW CALL with guid=FC0AA4D71000013A61C2A4310A4244A9
legid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. dn=2003
ani=1231234 uui=null calldate=Tue Nov 13 15:11:26 PST 2012 video=false
cachecallcontext = false is_postcallsurvey = false RouterCallKey =
null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
6223: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352848286935
>>BODY: replyto=true callguid=FC0AA4D71000013A61C2A4310A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 15:11:26 PST 2012
calltypeid=4 localOffset=-480 calllegid=
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=true cursor=-1
2424: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL],  ssId=SYS_SIP1,  mediaType=,  location=,  locationpkid=,
locationsiteid=,  srcaddr=64.104.205.107,  pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647,  sipheader=,  rckey=,  rcday=,
rcseq=,  uui=,  calltypeid=4,  CallContext:,   user.media.id:
FC0AA4D71000013A61C2A4310A4244A9,, LEGID = null, DNIS = -1, ANI = -1
2425: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 - New call
2426: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
```

{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=139, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=FC0AA4D71000013A61C2A4310A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: FC0AA4D71000013A61C2A4310A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2427: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-202-ICM-870} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=139, sendSeqNo=1, label=1234567890,
correlationId=9013, callguid=FC0AA4D71000013A61C2A4310A4244A9, rckey=214,
rcday=150431,
rcseq=0,CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2428: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-202-ICM-870} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=9013, command=null,
rckey=214, rcday=150431, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,
DNIS = 2003, ANI = 1231234
6224: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9
LEGID = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352848286950 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 floatingvars=>>HEADERS:
(JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[, , , , , , , , ,]
user.microapp.app_media_lib=.. user.microapp.media_server=http://
10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=9013 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0
RouterCallKeyDay=150431 labeltype=-1 label=12345678909013 localOffset=-480
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=false cursor=-1
6225: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} Prepending SigDigits to label: 606 +
12345678909013
6226: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-3-SIP_
ERROR_SNMP: B2BUA is not configured with a route for making calls to

[60612345678909013].Please add this route. [id:5010]
6227: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-3-SIP_CALL_ERROR:
CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Destination URL is null, cannot make the transfer. [id:5004]

6228: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352848286950 >>BODY: callguid=
FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=
Tue Nov 13 15:11:26 PST 2012 label=12345678909013 localOffset=-480 eventid=1
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=true cursor=-1
6229: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Waiting 2000 millisecs before terminating.
2429: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-209-ICM-871} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT],   ssId=SYS_SIP1,   eventId=CONNECT_FAILURE,
causeCode=NONE,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003,
ANI = 1231234
2430: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-209-ICM-871} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],   dialogueId=139,
sendSeqNo=2,   eventId=CONNECT_FAILURE,   causeCode=NONE,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2431: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-208-ICM-872} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Processing ,, [ICM_RELEASE],   dialogueId=139,
sendSeqNo=2,   cause=NORMAL_CALL_CLEARING,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2432: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-208-ICM-872} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT],   ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,
DNIS = 2003, ANI = 1231234
6230: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-210-SIP-5077} MessagingWorker:run: CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=
Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352848286966 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FC0AA4D71000013A61C2A4310A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.

```
>>STATE: isTabular=false isWriteable=false cursor=-1
6231: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-210-SIP-5077} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352848286966 >>BODY: callguid=FC0AA4D71000013A61C2A4310A4244A9
RouterCallKey=214 RouterCallKeySent=true causecode=1 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150431 calldate=Tue Nov 13 15:11:26 PST 2012
label=12345678909013 localOffset=-480 eventid=6 calllegid=
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.  >>STATE: isTabular=false
isWriteable=true cursor=-1
2433: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1,    eventId=DISCONNECT,    causeCode=NORMAL_COMPLETION,,
LEGID = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003,
ANI = 1231234
2434: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT],    dialogueId=139,    sendSeqNo=3,    eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2435: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
31 msecs
2436: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9
- Deleted call.  Duration: 0 hrs, 0 mins, 0 secs, 31 msecs
```

Analyse

Wenn SigDigit verwendet wird, leitet CVP die SigDigit-Nummer für alle ausgehenden Anrufe vom CVP aus, bevor eine Route gesucht wird. Wenn eine statische Route verwendet wird, muss dem CVP die statische Route des VRU-Labels mit dem SigDigit vorangestellt werden. Dasselbe gilt für die Rückrufernummer und die Weiterleitungsnummern der Agenten. Wenn stattdessen ein Proxy verwendet wird, muss der Proxy über die Route für das VRU-Label und die Rufumschlagnummer sowie die Agentenerweiterung mit dem Präfix SigDigits verfügen.

Ausgabe 8: VXML-Gateway-Anwendung ist nicht für SigDigit konfiguriert.

```
15:20:34:629 ra-rtr Trace: (141 x 0 : 0 0) NewCall: CID=(150431,216), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
15:20:34:630 ra-rtr Trace: (141 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.
15:20:34:630 ra-rtr Trace: (141 x 0 : 0 0) Correlation id for dialog is (9015).
15:20:34:630 ra-rtr Trace: (141 x 9015 : 0 0) TransferToVRU: Label=1234567890,
CorID=9015, VRUID=5000, RCID=5001
15:20:34:630 ra-rtr Trace: (141 x 9015 : 0 0) TransferConnect sent. Dialog
```

pending.

15:20:36:173 ra-rtr Trace: Dialog (142) has a correlation id (8909015 8909015) that is unknown.

15:20:36:173 ra-rtr Trace: For message (14) from routing client CVPRC (ID 5001) could not find dialog id (8909015).

15:20:36:173 ra-rtr Trace: Router sending dialog fail reason (11) for dialog (142).

15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) CallEventReport: CID=(150431,216), Event=DISCONNECT, DlgEnds=1, FromVRU=0, CallState=1, Cause=CALLED_PARTY_DISCONNECTED

15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog (callstate:1) received event(6)(Call disconnected. (Event has dialog end set.))

15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog resuming (Call disconnected. (Event has dialog end set.)) status (3)

15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog aborted and was deleted.

15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Deleting Dialog.

6324: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4229103675-0268435770-0965166893-0172115113, Generated a new CVP-ID hdr : FC13003B1000013A3987472D0A4244A9

6325: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Call is missing an RPID header. No survivability in use.

6326: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Stripping 3 sigdigits from 6062003 and saving them as [606]

6327: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-PARAM: {Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: ReqURI (DN) sip:6062003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:false m_needs_postcallsurvey:false

6328: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} NEW CALL with guid=FC13003B1000013A3987472D0A4244A9 legid=NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. dn=2003 ani=1231234 uui=null calldate=Tue Nov 13 15:20:34 PST 2012 video=false cachecallcontext = false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null

6329: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL (JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352848834619 >>BODY: replyto=true callguid=FC13003B1000013A3987472D0A4244A9 ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=64.104.205.107

calldate=Tue Nov 13 15:20:34 PST 2012 calltypeid=4 localOffset=-480
calllegid=NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. >>STATE:
isTabular=false isWriteable=true cursor=-1
2476: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-321-ICM-883} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
FC13003B1000013A3987472D0A4244A9,, LEGID = null, DNIS = -1, ANI = -1
2477: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-321-ICM-883} CALLGUID =
FC13003B1000013A3987472D0A4244A9 - New call
2478: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-321-ICM-883} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=141,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=FC13003B1000013A3987472D0A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
FC13003B1000013A3987472D0A4244A9, user.cvp_server_info: 10.66.68.169,,
LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234
2479: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-322-ICM-884} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT],
dialogueId=141, sendSeqNo=1, label=1234567890, correlationId=9015,
callguid=FC13003B1000013A3987472D0A4244A9, rckey=216, rcday=150431,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk.,
DNIS = 2003, ANI = 1231234
2480: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-322-ICM-884} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=9015, command=null,
rckey=216, rcday=150431, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234
6330: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} CALLGUID = FC13003B1000013A3987472D0A4244A9

LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND] Handling
CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=Topic
(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352848834619 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FC13003B1000013A3987472D0A4244A9 RouterCallKey=216 floatingvars=>>
HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[, , , , , , , ,]
user.microapp.app_media_lib=.. user.microapp.media_server=
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=9015 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150431
labeltype=-1 label=12345678909015 localOffset=-480
calllegid=NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk.
>>STATE: isTabular=false isWriteable=false cursor=-1
6331: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Prepending SigDigits to label: 606
+ 12345678909015
6332: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Static route matched 60612345678909015
to StaticRoute: patterns like 6061234567890> will route to 10.66.75.241
6333: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Using Local Static Route for
sip:60612345678909015@10.66.75.241
6334: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Found an incoming CISCO-GUID hdr :
4229103675-0268435770-0965166893-0172115113, Found an existing CVP-ID
hdr: FC13003B1000013A3987472D0A4244A9
6335: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
INVITE TO <sip:60612345678909015@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
6336: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Invitation proceeding 100
6337: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Invitation accepted - ack'ing
6338: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.

6339: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-325-SIP-5141} CALLGUID =
FC13003B1000013A3987472D0A4244A9 LEGID =
NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Updated by :
CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]: with
event type INV_ACCEPTED
6340: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-325-SIP-5141} CALLGUID =
FC13003B1000013A3987472D0A4244A9 LEGID =
NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Send the 200
OK back to caller with SDP of this dialog.
6341: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-325-SIP-5141} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352848834635 >>BODY: callguid=
FC13003B1000013A3987472D0A4244A9 RouterCallKey=216 RouterCallKeySent=
false causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
15:20:34 PST 2012 label=12345678909015 localOffset=-480 eventid=4
calllegid=FC13003B1000013A3987472D0A4244A9-1352848834619155
>>STATE: isTabular=false isWriteable=true cursor=-1
2481: 10.66.68.169: Nov 13 2012 15:20:34.651 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-326-ICM-885} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1,   eventId=ANSWER,   causeCode=NONE,, LEGID = null,
DNIS = 2003, ANI = 1231234
2482: 10.66.68.169: Nov 13 2012 15:20:34.651 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-326-ICM-885} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],   dialogueId=141,
sendSeqNo=2,   eventId=ANSWER,   causeCode=NONE,, LEGID =
NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234
6342: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. -
[INBOUND]: DsSipInviteDialog ack'ed
6343: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-327-SIP-5142} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Updated by : CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: with event
type INV_ACKED
6344: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-327-SIP-5142} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:

Acked the invite.

1716: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FC13003B1000013A3987472D0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=
60612345678909015, CALL_LEGID=FC13003B1000013A3987472D0A4244A9-
1352848834619155@10.66.68.169, CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634,
ERROR_CODE=NONE(0), CALL_ANI=sip:1231234@10.66.68.169:5060 }
1717: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FC13003B1000013A3987472D0A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
1718: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FC13003B1000013A3987472D0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml,
CALL_DNIS=60612345678909015, CALL_UUI=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
1719: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:addCall:
CALLGUID=FC13003B1000013A3987472D0A4244A9 Added IVRCall
(DNIS=60612345678909015 client: 10.66.75.241) to CallSession at slot: 0
1720: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015
Publishing NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL
>>BODY: replyto=true uui= callguid=FC13003B1000013A3987472D0A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=60612345678909015
timezone=America/Los_Angeles mediatype=A version=CVP_9_0
calldate=Tue Nov 13 15:20:36 PST 2012 location= calltypeid=5
localOffset=-480 calllegid= >>STATE: isTabular=false isWriteable=true
cursor=-1
2483: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL],   ssId=SYS_IVR1,
mediaType=A,   location=,   locationpkid=,   locationsiteid=,   srcaddr=,
pstntrunkgroupid=,   pstntrunkgroupchannelnum=2147483647,   sipheader=,
rckey=,   rcday=,   rcseq=,   uui=,   calltypeid=5,   CallContext:,
user.media.id: FC13003B1000013A3987472D0A4244A9,, LEGID = null,
DNIS = 2003, ANI = 1231234
2484: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-328-ICM-886} CALLGUID =
FC13003B1000013A3987472D0A4244A9 - Correlation ID routed call
2485: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,

DLGID = 142 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=142, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,
serviceId=2, uui=, correlationId=8909015, location=, locationpkid=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060
2486: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Processing ,, [ICM_DIALOGUE_FAILURE_EVENT],
dialogueId=142, sendSeqNo=1, errorCode = E_UNSPECIFIED_FAILURE,,
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060
2487: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Publishing ,, [MsgBus:DIALOGUE_FAILURE],
ssId=SYS_IVR1, errorCode=E_UNSPECIFIED_FAILURE,, LEGID = , DNIS =
60612345678909015, ANI = sip:1231234@10.66.68.169:5060
1721: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=
FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015 Received Call
message : >>HEADERS: (JMSType)=MsgBus:DIALOGUE_FAILURE (JMSDestination)=
Topic(CVP.ICM.CC.EVENT.SYS_IVR1) (JMSTimestamp)=1352848836164 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015 errorcode=15
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=false cursor=-1
1722: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-330-IVR-214} DialogFailureTask:generateResponse:
CALLGUID=FC13003B1000013A3987472D0A4244A9 ErrorResponse generated -
StatusCode: 15
1723: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
Removing CALLGUID: FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015
due to exception in CallNewHandler. (Client: 10.66.75.241) Received ICM
DialogFailure response for new call request. DialogFailure StatusCode: 15
HTTP req: { CALL_ID=FC13003B1000013A3987472D0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml,
CALL_DNIS=60612345678909015, CALL_UUI=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 } [id:3023]
1724: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:removeCallByDNIS:
CALLGUID=FC13003B1000013A3987472D0A4244A9 Removed IVRCall from CallSession
(DNIS=60612345678909015 eventId: 6 causeCode: 1). Removed from slot: 0
1725: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendCallStateEvent:
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015
Publishing CallStateEvent message: >>HEADERS: (JMSType)=MsgBus:CALL_STATE_EVENT
>>BODY: callguid=FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015

RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Tue Nov 13 15:20:36 PST 2012 localOffset=-480
calllegid= eventid=6 >>STATE: isTabular=false isWriteable=true cursor=-1
1726: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} IVRSubSystem:checkInLicense: Released license
for call: FC13003B1000013A3987472D0A4244A9 - PortCheckinStatus=
PORT_CHECKIN_OK_PORT_STILL_IN_USE
2488: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_IVR1,   eventId=DISCONNECT,   causeCode=NORMAL_COMPLETION,,
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060
2489: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Publishing ,, [ICM_EVENT_REPORT],
dialogueId=142,   sendSeqNo=2,   eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = , DNIS = 60612345678909015,
ANI = sip:1231234@10.66.68.169:5060
2490: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
545 msecs
6345: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]
DURATION (msecs) = 2138 - DIALOG TERMINATED. Reason: Q.850;cause=16

6346: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5143} CALLGUID =
FC13003B1000013A3987472D0A4244A9 LEGID =
NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Updated by :
CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
with event type TERMINATED
6347: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Waiting
2000 millisecs before terminating.
6348: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352848838769 >>BODY: callguid=FC13003B1000013A3987472D0A4244A9
RouterCallKey=216 RouterCallKeySent=true causecode=13
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13 15:20:38 PST 2012

label=12345678909015 localOffset=-480 eventid=6 calllegid=
NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. >>STATE: isTabular=false
isWriteable=true cursor=-1

6349: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND] DURATION
(msecs) = 4150 - HANGUP with Call History12345678909015|-1;
2491: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1,   eventId=DISCONNECT,   causeCode=CALLED_PARTY_DISCONNECTED,,
LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003,
ANI = 1231234
2492: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],   dialogueId=141,
sendSeqNo=3,   eventId=DISCONNECT,   causeCode=CALLED_PARTY_DISCONNECTED,,
LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003,
ANI = 1231234
2493: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 4 secs,
150 msecs
2494: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID =
FC13003B1000013A3987472D0A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,
4 secs, 150 msecs
2495: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = FC13003B1000013A3987472D0A4244A9 - Call will not be cached for
post call survey
6350: 10.66.68.169: Nov 13 2012 15:20:40.781 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDAxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]:
Terminated with Q.850;cause=16

Nov 14 06:43:34.433: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:60612345678909015@10.66.75.241;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMkQENBfGhCcJHHe9DrxXkw~~1082
Max-Forwards: 69
To: <sip:60612345678909015@10.66.75.241;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
CSeq: 1 INVITE

```
Content-Length: 217

Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Expires: 60

User-Agent: CVP 9.0 (1) Build-634

Allow: INVITE, ACK, CANCEL, OPTIONS, BYE, REFER, NOTIFY, MESSAGE, SUBSCRIBE, INFO

Cisco-Guid: 4229103675-0268435770-0965166893-0172115113

Cisco-Gucid: FC13003B1000013A3987472D0A4244A9

Supported: replaces

Content-Type: application/sdp

App-Info: <10.66.68.169:8000:8443>


v=0

o=- 12997347689083860 1 IN IP4 64.104.205.107

s=CounterPath X-Lite 5.0.0

c=IN IP4 64.104.205.107

b=AS:1638

t=0 0

m=audio 5062 RTP/AVP 0 8 101

a=rtpmap:101 telephone-event/8000

a=fmtp:101 0-15

a=sendrecv


Nov 14 06:43:34.445: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:

Sent:

SIP/2.0 100 Trying

Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMkQENBfGhCcJHHe9DrxXkw~~1082

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88

To: <sip:60612345678909015@10.66.75.241;transport=tcp>

Date: Wed, 14 Nov 2012 06:43:34 GMT

Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169

CSeq: 1 INVITE

Allow-Events: kpml, telephone-event

Server: Cisco-SIPGateway/IOS-12.x

Content-Length: 0


Nov 14 06:43:34.449: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:

Sent:

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMkQENBfGhCcJHHe9DrxXkw~~1082

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88

To: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD

Date: Wed, 14 Nov 2012 06:43:34 GMT

Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169

CSeq: 1 INVITE

Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,
```

```
NOTIFY, INFO, REGISTER
Allow-Events: kpml, telephone-event
Contact: <sip:60612345678909015@10.66.75.241:5060;transport=tcp>
Supported: replaces
Supported: sdp-anat
Server: Cisco-SIPGateway/IOS-12.x
Supported: timer
Content-Type: application/sdp
Content-Disposition: session;handling=required
Content-Length: 179


v=0
o=CiscoSystemsSIP-GW-UserAgent 2066 1053 IN IP4 10.66.75.241
s=SIP Call
c=IN IP4 10.66.75.241
t=0 0
m=audio 17154 RTP/AVP 0
c=IN IP4 10.66.75.241
a=rtpmap:0 PCMU/8000


Nov 14 06:43:34.505: //7471254//HTTPC:/httpc_write_stream:
Client write buffer fd(0):>
GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=60612345678909015
&CALL_ANI=sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_
VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=
FC13003B1000013A3987472D0A4244A9&CALL_LEGID=
FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169&CALL_UUI=
&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
Use**MSG 61076 TRUNCATED**
**MSG 61076 CONTINUATION #01**r-Agent: Cisco-IOS-C3825/15.1


Nov 14 06:43:34.577: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
ACK sip:60612345678909015@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMkQENBfGhCcJHHe9DrxXkw~~1083
Max-Forwards: 70
To: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
```

CSeq: 1 ACK

Content-Length: 0

Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 14 06:43:35.325: HTTP/1.1 200 OK

Server: Apache-Coyote/1.1

Content-Type: text/xml;charset=ISO-8859-1

Transfer-Encoding: chunked

Date: Tue, 13 Nov 2012 23:20:35 GMT

Connection: close

GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=60612345678909015&CALL_UUI=

&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.vxml&

CLIENT_TYPE=IOS&CALL_ID=FC13003B1000013A3987472D0A4244A9&ERROR_CODE=0 HTTP/1.1

Host: 10.66.68.169:8000

Content-Type: application/x-www-form-urlencoded

Connection: close

Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,

application/voicexml, application/x-voicexml, text/plain, text/html,

audio/basic, audio/wav, multipart/form-data, application/octet-stream

User-Agent: Cisco-IOS-C3825/15.1

Nov 14 06:43:35.981: Message Response Code: 500

Nov 14 06:43:35.981: Message Rsp Decoded Headers:

Nov 14 06:43:35.981: Date:Tue, 13 Nov 2012 23:20:36 GMT

Nov 14 06:43:35.981: Transfer-Encoding:chunked

Nov 14 06:43:35.981: Content-Type:text/html;charset=ISO-8859-1

Nov 14 06:43:35.981: Connection:close

Nov 14 06:43:35.981: headers:

Nov 14 06:43:35.981: HTTP/1.1 500 Internal Server Error

Server: Apache-Coyote/1.1

SVR_STATE: RUNNING

QUERY_STR: MSG_TYPE=CALL_NEW&CALL_DNIS=60612345678909015&CALL_UUI=

&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.

vxml&CLIENT_TYPE=IOS&CALL_ID=FC13003B1000013A3987472D0A4244A9&ERROR_CODE=0

Content-Type: text/html;charset=ISO-8859-1

Transfer-Encoding: chunked

Date: Tue, 13 Nov 2012 23:20:36 GMT

Connection: close

Sent: ` swwwwwwww

BYE sip:1231234@10.66.68.169:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C8EC78

From: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD

To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88

```
Date: Wed, 14 Nov 2012 06:43:34 GMT

Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169

User-Agent: Cisco-SIPGateway/IOS-12.x

Max-Forwards: 70

Timestamp: 1352875416

CSeq: 101 BYE

Reason: Q.850;cause=16

P-RTP-Stat: PS=0,OS=0,PR=89,OR=14240,PL=0,JI=0,LA=0,DU=1

Content-Length: 0


Nov 14 06:43:36.565: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:

Received:

SIP/2.0 200 Ok

Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C8EC78

To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88

From: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD

Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169

CSeq: 101 BYE

Content-Length: 0
```

Analyse

Wenn SigDigit verwendet wird und das CVP eine Route für diese ordnungsgemäß konfiguriert hat, wird der Anruf auf dem VXML-Gateway mit DNIS als SigDigits + VRU Label + Correlation-ID entgegengenommen. Zusätzlich zur "eingehenden Anrufnummer" des Dial-Peers, die der oben genannten Kombination entsprechen muss, sollte der Bootstrap auch mit SigDigit konfiguriert werden. Wenn das VXML-Gateway keine Konfiguration vornimmt, sendet es die HTTP-Anforderung für Neuanrufe an das CVP, entfernt es die Ziffern nicht. Daher sendet das CVP die falsche Korrelations-ID, die auf der "Max length of DNIS" beruht. Daher schlägt der Anruf letztendlich fehl.

Ausgabe 9: CallManager erhält das falsche VRU-Label zur Weiterleitung

```
15:56:52:199 ra-rtr Trace: (65557 x 0 : 0 0) NewCall: CID=(150431,224),

DN=2002, ANI=1753, CED=, RCID=5000, MRDID=1, CallAtVRU=0, OpCode=0

15:56:52:199 ra-rtr Trace: (65557 x 0 : 0 0) Correlation id for dialog

is (9025).

15:56:52:199 ra-rtr Trace: (65557 x 9025 : 0 0) TransferToVRU:

Label=9876543210, CorID=9025, VRUID=5000, RCID=5000

15:56:52:199 ra-rtr Trace: (65557 x 9025 : 0 0) TransferConnect sent.

Dialog pending.

15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog timed out callstate

is :(1).

15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog resuming (Script

Node timed out.) status (2)

15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) RouteComplete:
```

15:57:11:869 ra-rtr Trace: Route: CID=(150431,224), Labels=0

15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog sending release

call message to Routing Client ID(5000).

15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Deleting Dialog.

15:56:52:557 PG1A-jgw1 Trace: new MyCID: 82

15:56:52:557 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242254 (465038/1) Addr:

2002 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN CurCalled: 2002

CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753 Called: 2002 Cause: NORMAL

15:56:52:557 PG1A-jgw1 Trace: MyConnection() address:2002 type:INTERNAL

15:56:52:557 PG1A-jgw1 Trace: handleConnCreated::new MyDestMyConnection()

MyConn: GenID: 170 IDVal: 31082793 Dev: 2002/0 Ext: 2002 DevTgStr:

Addr: 2002 State: INPROGRESS CCState: OFFERED prevCCState: UNKNOWN loggedIn: N

15:56:52:557 PG1A-jgw1 Trace: CallCtlConnOfferedEv CID: 17242254 Addr: 2002

Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL

15:56:52:557 PG1A-jgw1 Trace: After setting DevTgDevStrMyConn: GenID: 170

IDVal: 31082793 Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State:

INPROGRESS CCState: OFFERED prevCCState: DIALING loggedIn: N

15:56:52:557 PG1A-jgw1 Trace: MyConn: GenID: 170 IDVal: 31082793 Dev: 2002/0

Ext: 2002 DevTgStr: 1753 Addr: 2002 State: INPROGRESS CCState: OFFERED

prevCCState: DIALING loggedIn: N

15:56:52:557 PG1A-jgw1 Trace: handleConnCreated: Setting

Unique ID: 000000000007188E01DA492900000000 to Mycall object

15:56:52:557 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242254 (465038/1)

Addr: 1753 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN CurCalled: 2002

CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753 Called: 2002 Cause: NORMAL

15:56:52:557 PG1A-jgw1 Trace: MyConnection() address:1753 type:INTERNAL

15:56:52:557 PG1A-jgw1 Trace: handleConnCreated::new CallingAddrMyConnection()

MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753 DevTgStr: Addr: 1753

State: CONNECTED CCState: ESTABLISHED prevCCState: UNKNOWN loggedIn: N

15:56:52:557 PG1A-jgw1 Trace: handleConnCreated CID: 17242254 set

mySourceConnection

15:56:52:557 PG1A-jgw1 Trace: CallCtlConnEstablishedEv CID: 17242254

Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL

15:56:52:557 PG1A-jgw1 Trace: MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753

DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED prevCCState:

ESTABLISHED loggedIn: N

15:56:52:559 PG1A-jgw1 Trace: RouteEvent State: ROUTE Cause: NO_ERROR

SessRteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15

CurrRteAddr: 2002

Algorithm: SELECT_NORMAL SetupInfo None

15:56:52:559 PG1A-jgw1 Trace: myCall getCallingAddressPI true

15:56:52:560 PG1A-jgw1 Trace: Sending originate before confirmation

CID: 17242254 after 3 milsecs

15:56:52:560 PG1A-jgw1 Trace: MsgRouteRequest: CID: 17242254 XRefID: 1

```
ConnDevID: 1753/0 CallingDev: 1753 CurrentRoute: 2002

UniqueID: 000000000007188E01DA492900000000

15:56:52:565 PG1A-jgw1 Trace: MsgRouteSelect:  XRefID: 1 RouteSelected:

9876543210

15:56:52:568 PG1A-jgw1 Trace: Calling selectRoute[CRefID: 1](9876543210,

DEFAULT_SEARCH_SPACE) ...

15:56:52:666 PG1A-jgw1 Trace: ReRouteEvent State: RE_ROUTE XRefID: 1

Cause: INVALID_DESTINATION RteAddr: 2002

15:56:52:666 PG1A-jgw1 Trace: selectRoute[CRefID: 1](9876543210,

DEFAULT_SEARCH_SPACE) returned in 98 milsecs

15:56:56:674 PG1A-jgw1 Trace: RouteEndEvent State: ROUTE_END XRefID: 1

Cause: INVALID_DESTINATION RteAddr: 2002

15:56:56:675 PG1A-jgw1 Trace:  MsgRouteEndEvent:  XRefID: 1 ErrorValue: 70

15:56:56:675 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242254 Addr: 1753

Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: CAUSE_USERBUSY Cause:

BUSY State: DISCONNECTED CCState: DISCONNECTED

15:56:56:675 PG1A-jgw1 Trace: MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753

DevTgStr:  Addr: 1753 State: DISCONNECTED CCState: DISCONNECTED prevCCState:

ESTABLISHED loggedIn: N

15:56:56:675 PG1A-jgw1 Trace: Warning: dropping connection cleared for

CID: 17242254 because delivered initiated was never sent.
```

Analyse

Während für den CVP PG das Netzwerk-VRU konfiguriert sein muss, darf das Netzwerk-VRU für den CUCM PG nicht konfiguriert sein. Wenn sie konfiguriert ist, geht ICM davon aus, dass sie Korrelations-ID unterstützen kann, die CUCM nicht unterstützt. Wenn das JTAPI Gateway (JGW) also die Nachricht erhält, erhält es nur das VRU-Label, nicht die angefügte Korrelations-ID. Der Anruf schlägt fehl. Wenn jedoch keine Netzwerk-VRU konfiguriert ist, erhält der JGW die Route als "VRU-Label + Korrelation-ID".

Ausgabe 10: CallManager stellt SigDigit nicht dem VRU-Label vor

```
16:03:52:377 ra-rtr Trace: (65558 x 0 : 0 0) NewCall: CID=(150431,225),

DN=2002, ANI=1753, CED=, RCID=5000, MRDID=1, CallAtVRU=0, OpCode=0

16:03:52:377 ra-rtr Trace: (65558 x 0 : 0 0) Correlation id for dialog

is (9026).

16:03:52:377 ra-rtr Trace: (65558 x 9026 : 0 0) TransferToVRU:

Label=9876543210, CorID=9026, VRUID=5000, RCID=5000

16:03:52:377 ra-rtr Trace: (65558 x 9026 : 0 0) TransferConnect sent.

Dialog pending.

16:03:52:406 ra-rtr Trace: Dialog (150) has a correlation id (6 6)

that is unknown.

16:03:52:406 ra-rtr Trace: For message (14) from routing client CVPRC

(ID 5001) could not find dialog id (6).
```

16:03:52:406 ra-rtr Trace: Router sending dialog fail reason (11) for
dialog (150).

16:03:52:736 PG1A-jgw1 Trace: new MyCID: 83
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated: Setting Unique ID:
000000000007188F01DA492C00000000 to Mycall object
16:03:52:736 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242255 (465039/1)
Addr: 2002 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN
CurCalled: 2002 CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753
Called: 2002 Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: MyConnection() address:2002 type:INTERNAL
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated::new MyDestMyConnection()
MyConn: GenID: 172 IDVal: 31082796 Dev: 2002/0 Ext: 2002 DevTgStr: Addr:
2002 State: INPROGRESS CCState: OFFERED prevCCState: UNKNOWN loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: CallCtlConnOfferedEv CID: 17242255 Addr: 2002
Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: handleCallCtlConnOffered CID: 17242255
Connections created in a reverse order
16:03:52:736 PG1A-jgw1 Trace: handleCallCtlConnOffered CID: 17242255 set
myDestConnection
16:03:52:736 PG1A-jgw1 Trace: After setting DevTgDevStrMyConn: GenID: 172
IDVal: 31082796 Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State:
INPROGRESS CCState: OFFERED prevCCState: DIALING loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: MyConn: GenID: 172 IDVal: 31082796
Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State: INPROGRESS
CCState: OFFERED prevCCState: DIALING loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated: Setting Unique ID:
000000000007188F01DA492C00000000 to Mycall object
16:03:52:736 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242255 (465039/1)
Addr: 1753 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN
CurCalled: 2002 CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753
Called: 2002 Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: MyConnection() address:1753 type:INTERNAL
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated::new
CallingAddrMyConnection() MyConn: GenID: 173 IDVal: 0 Dev: 1753/0
Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED
prevCCState: UNKNOWN loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated CID: 17242255 set
mySourceConnection
16:03:52:736 PG1A-jgw1 Trace: CallCtlConnEstablishedEv CID: 17242255
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0
Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED
prevCCState: ESTABLISHED loggedIn: N
16:03:52:737 PG1A-jgw1 Trace: RouteEvent State: ROUTE Cause: NO_ERROR

```
SessRteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15
CurrRteAddr: 2002 Algorithm: SELECT_NORMAL SetupInfo None
16:03:52:737 PG1A-jgw1 Trace: myCall getCallingAddressPI true
16:03:52:737 PG1A-jgw1 Trace: Sending originate before confirmation
CID: 17242255 after 1 milsecs
16:03:52:737 PG1A-jgw1 Trace:   MsgRouteRequest:  CID: 17242255 XRefID: 2
ConnDevID: 1753/0 CallingDev: 1753 CurrentRoute: 2002
UniqueID: 000000000007188F01DA492C00000000
16:03:52:743 PG1A-jgw1 Trace: MsgRouteSelect:  XRefID: 2
RouteSelected: 98765432109026
16:03:52:743 PG1A-jgw1 Trace: Calling selectRoute[CRefID: 2]
(98765432109026, DEFAULT_SEARCH_SPACE) ...
16:03:52:773 PG1A-jgw1 Trace: RouteUsedEvent State: ROUTE_USED XRefID: 2
Cause: NO_ERROR RteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15
Domain: FALSE RteUsedAddr: 98765432109026
16:03:52:773 PG1A-jgw1 Trace: RouteEndEvent State: ROUTE_END XRefID: 2
Cause: NO_ERROR RteAddr: 2002
16:03:52:773 PG1A-jgw1 Trace:   MsgRouteEndEvent:  XRefID: 2 ErrorValue: 0
16:03:52:773 PG1A-jgw1 Trace: selectRoute[CRefID: 2](98765432109026,
DEFAULT_SEARCH_SPACE) returned in 30 milsecs
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0
Ext: 1753 DevTgStr:  Addr: 1753 State: DISCONNECTED CCState: DISCONNECTED
prevCCState: ESTABLISHED loggedIn: N
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255
Addr: 2002 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 172 IDVal: 31082796 Dev: 2002/0
Ext: 2002 DevTgStr: 1753 Addr: 2002 State: DISCONNECTED CCState: DISCONNECTED
prevCCState: DIALING loggedIn: N
16:03:52:775 PG1A-jgw1 Trace: CallInvalidEv CID: 17242255 CiscoCause: UNKNOWN
MetaCode: META_CALL_ENDING CiscoFeatureReason: REASON_REDIRECT
16:03:52:775 PG1A-jgw1 Trace:   MsgCallCleared:  CID: 17242255 ConnDevID: /0
LocConnInfo: -1 Cause: 1015 Unique ID: 000000000007188F01DA492C00000000
16:03:52:775 PG1A-jgw1 Trace: CallObservationEndedEv CID: 17242255


6526: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Found an incoming CISCO-GUID hdr : 1621710080-0000065536-
0000000034-2739159562, Generated a new CVP-ID
hdr : 60A9550000010000000000022A344420A
6527: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = 60A9550000010000000000022A344420A LEGID =
```

60a95500-a314dfb-22-a344420a - [INBOUND]: Display Name [] Is Using
Survivability [false] CallServer build CVP_9_0_1_0_0_0_634
6528: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = 60A955000001000000000022A344420A LEGID =
60a95500-a314dfb-22-a344420a - [INBOUND]: Stripping 3 sigdigits from
98765432109026 and saving them as [987]
6529: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.5} CALLGUID = 60A955000001000000000022A344420A LEGID =
60a95500-a314dfb-22-a344420a - [INBOUND]: ReqURI (DN)
sip:98765432109026@10.66.68.169:5060 FromURI sip:1753@10.66.68.163
Video:false m_needs_postcallsurvey:false
6530: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} NEW CALL with guid=60A955000001000000000022A344420A
legid=60a95500-a314dfb-22-a344420a dn=65432109026 ani=1753 uui=null
calldate=Tue Nov 13 16:03:52 PST 2012 video=false cachecallcontext =
false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay =
null RouterCallKeySequenceNumber = null
6531: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352851432269
>>BODY: replyto=true callguid=60A955000001000000000022A344420A
ani=1753 dnis=65432109026 timezone=America/Los_Angeles
version=CVP_9_0 pstntrkgrpsrcip=10.66.68.163 calldate=
Tue Nov 13 16:03:52 PST 2012 calltypeid=4 localOffset=-480
calllegid=60a95500-a314dfb-22-a344420a >>STATE: isTabular=false
isWriteable=true cursor=-1
2610: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A955000001000000000022A344420A,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.163, pstntrunkgroupid=10.66.68.163 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
60A955000001000000000022A344420A,, LEGID = null, DNIS = -1, ANI = -1
2611: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A955000001000000000022A344420A
- Correlation ID routed call
2612: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A955000001000000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Publishing ,,
[ICM_REQUEST_INSTRUCTION], dialogueId=150, sendSeqNo=1,
trunkGroupId=200, trunkNumber=0, serviceId=2, uui=,
correlationId=6, location=, locationpkid=, pstntrunkgroupid=
10.66.68.163 , pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = 60a95500-a314dfb-22-a344420a, DNIS = 65432109026, ANI = 1753

```
2613: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-85-ICM-925} CALLGUID = 60A9550000010000000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Processing ,,
[ICM_DIALOGUE_FAILURE_EVENT],   dialogueId=150,   sendSeqNo=1,
errorCode = E_UNSPECIFIED_FAILURE,, LEGID = 60a95500-a314dfb-22-a344420a,
DNIS = 65432109026, ANI = 1753
2614: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-85-ICM-925} CALLGUID = 60A9550000010000000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Publishing ,,
[MsgBus:DIALOGUE_FAILURE],   ssId=SYS_SIP1,
errorCode=E_UNSPECIFIED_FAILURE,, LEGID = 60a95500-a314dfb-22-a344420a,
DNIS = 65432109026, ANI = 1753
6532: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR:  CALLGUID = 60A9550000010000000000022A344420A
LEGID = 60a95500-a314dfb-22-a344420a - [INBOUND] - DIALOGUE_FAILURE from
ICM Router sends 404 rejection to call. errorcode=15 [id:5004]
6533: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-86-SIP-5317} Sending BUS MSG:>>HEADERS: (JMSType)=
MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352851432285 >>BODY: callguid=
60A9550000010000000000022A344420A RouterCallKeySent=false causecode=1
timezone=America/Los_Angeles version=CVP_9_0 calldate=Tue Nov 13 16:03:52
PST 2012 localOffset=-480 eventid=6 calllegid=60a95500-a314dfb-22-a344420a
>>STATE: isTabular=false isWriteable=true cursor=-1
6534: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-86-SIP-5317} CALLGUID =
60A9550000010000000000022A344420A LEGID = 60a95500-a314dfb-22-a344420a -
[INBOUND] DURATION (msecs) = 16 - HANGUP with Call History
6535: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR:  CALLGUID =
60A9550000010000000000022A344420A LEGID = 60a95500-a314dfb-22-a344420a -
[INBOUND] - ABNORMALLY ENDING - SIP code [404], Reason Hdr
[SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [65432109026], ANI [1753] with AGE
(msecs) 16 and Call History :  [id:5004]
```

Analyse

Wenn das CVP für SigDigit konfiguriert ist, werden eine Reihe von Ziffern aus der angerufenen Nummer entfernt. Wenn der CUCM den Anruf mit "VRU label + Correlation ID" sendet, entfernt das CVP einige Ziffern von Anfang an. Das Ergebnis ist, dass die falsche Korrelations-ID an ICM gesendet wird. In diesem Fall sendet ICM das VRU-Etikett 9876543210 und die Korrelation-ID 9026. CUCM sendet den Anruf an das CVP unter der Nummer 98765432109026. Das CVP ist für SigDigit = 3 konfiguriert. Das CVP übernimmt 987 als SigDigit. Anschließend werden das VRU-Label und die Korrelations-ID basierend auf der maximalen DNIS-Länge von 10 aufgeteilt. Von 65432109026 wird die Korrelations-ID zu 6, was das CVP an ICM sendet. Wie erwartet gibt ICM die unbekannte Korrelations-ID 6 zurück und überschreitet die Zeitüberschreitung für die

Korrelations-ID 9026. In diesem Fall muss das CUCM-Routenmuster der VRU-Label-Route zum CVP das Präfix "SigDigit" (in diesem Fall "606") voranstellen.

Schlussfolgerung

Manchmal mag es schwierig erscheinen, eine Fehlerbehebung für "Send to VRU" oder "Run Ext Script" durchzuführen, aber es kann einfach sein, wenn der richtige Ansatz gewählt wird. Aufgrund der Abhängigkeit von mehreren Anwendungen müssen Sie möglicherweise Protokolle/Traces von mehreren Geräten durchlaufen. Im Folgenden sind die logischen Schritte aufgeführt:

1. Beginnen Sie mit den Routerprotokollen. Stellen Sie fest, ob der Router eine VRU-Ebene und/oder ein VRU-Skript zur Ausführung zugewiesen hat.
2. Überprüfen Sie die CVP-Protokolle, um festzustellen, wie weit der Anruf in den Nachrichtenfluss gelangt.

Diese beiden Schritte liefern ein sehr gutes Verständnis des Anrufstatus und führen Sie zum nächsten Schritt, nämlich ob das Cisco IOS® VXML-Gateway, der VXML-Server usw. gedebuggt werden soll.