

CVP Delays The VRU Call Leg By A Few Seconds

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Introduction

This document describes a common scenario of delay seen in fetching a first prompt which is generally a welcome wav file in cvp comprehensive call flow

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco Unified Customer Voice Portal (CVP)
- Cisco IOS and VXML Gateways

Components Used

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

- Cisco Unified Customer Voice Portal (CVP) Release 11.X
- Cisco IOS Gateway with Cisco IOS software train 15.4(x)M acting as ingress gateway
- VXML Gateway running on the same ingress gateway

Problem

When the Customer calls in they experience a silence of 2 seconds after which IVR prompt starts playing. Analysis of CVP and VXML gateway logs explained here reveal that the delay experienced is because CVP takes more than 2 seconds to respond to the HTTP ping and HTTP NEW_CALL request generated from the VXML gateway.

VXML gateway creates HTTP PING message destined for the CVP call server at "16:11:31.292"

```
16:11:31.292: //199995//HTTPC:/httpc_write_stream: Client write buffer fd(0):  
GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=77777777771319&CALL_ANI=sip:xxx-xxx-  
xxxx@X.X.X.X:5060&ERROR_CODE=0&RECOVERY_VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=C350CF8  
00001000000003BD9663630E&CALL_LEGID=C350CF800001000000003BD9663630E-  
1448554499804567@X.X.X.X&CALL_UUI=&VERSION=CVP_10_5_1_0_0_0_189 HTTP/1.1
```

CVP respond's back to the PING at "16:11:32.452" where the time difference is more than 1 second

```
16:11:32.452: processing server rsp msg: msg(212BBA48)URL:  
http://X.X.X.X:8000/cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=77777777771319&CALL_ANI=sip:4692551000  
@X.X.X.X:5060
```

This repsonse triggers VXML gateway to now generate a HTTP NEW CALL request which is at "16:11:33.064"

```
16:11:33.064: //199995//HTTPC:/httpc_write_stream: Client write buffer fd(0):  
GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=77777777771319&CALL_UUI=&CALL_ANI=sip:xxx-xxx-  
xxxx@X.X.X.X:5060&RECOVERY_VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=C350CF80000100000000  
03BD9663630E&ERROR_CODE=0 HTTP/1.1
```

CVP responds back to this request at "16:11:34.112" where the time difference is again 1 second or more

```
16:11:34.112: processing server rsp msg: msg(212BBC48)URL:  
http://X.X.X.X:8000/cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=77777777771319&CALL_UUI=&CALL_ANI=  
sip:xxx-xxx-xxxx@X.X.X.X:5060&RECOVERY_VXML=flash:recovery.vxml
```

This exchange of HTTP ping , HTTP NEW Call request and response from CVP cosumes more than 2 seeconds which is experienced by the caller as silence.

Solution

The reason CVP server has a delay in response is due to the tomcat process where it takes some time for it to establish a TCP connection and segments packets to 590 bytes each. To fix this condition on the VXML gateway configure the command "**ip tcp mss 1500**"

Note: This issue is tracked under the defect "CSCuq07550 - CVP 10.0 tomcat delays when VXML gateway in a different subnet"