VXML Gateway Cannot Cache Audio File After The File Successfuly Loaded

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Introduction

This document describes how to troubleshoot audio file cache issue in Voice Extensible Markup Language (VXML) gateway after successfuly loaded.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

Cisco Unified Contact Center Enterprise (UCCE) comphrensive call flow

Components Used

This document is not restricted to specific software and hardware versions.

Problem

When caller dials contact centre number, few seconds silence is heard and then audio prompt.

After verification VXML gateway, the audio file from primary Cisco Voice Portal (CVP) media server is not in the cache, the same audio file from secondary CVP media server cache.

Manually load the audio file from CVP primary media server, and it shows successful, but the file is listed as non-cached entries.

Ref Size --- ----1 17810 url: http://10.66.75.48/en-us/app/test/2.wav 1 17810 url: http://10.66.75.48/en-us/app/test/3.wav

Troubleshoot

Enable dubug http client all, and make a test call.

From the log, there is one attribute

Cache-Control:no-cache

```
Jan 10 03:05:13.949 UTC: //1268364//HTTPC:/httpc_msg_read: Start processing 536 bytes data
Jan 10 03:05:13.949 UTC: //1268364//HTTPC:/httpc_msg_read: Stored msg. body: len=536
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_socket_read: socket readable fd: 0
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_socket_read:
Jan 10 03:05:13.953 UTC: read data from the socket 0 : first 400 bytes of data:
<?xpacket end="w"?> Cr8rT(Unprintable
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_msg_read: Start processing 492 bytes data
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_msg_read: Stored msg. body: len=492
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_socket_read: MSG_COMPLETE:
rsp_code(200),msg(185FD39C)URL:http://media/en-us/app/Beacon/ROS_Monitor.wav, fd(0)
Jan 10 03:05:13.953 UTC: processing server rsp msg: msg(185FD39C)URL:http://media/en-
us/app/Beacon/xxxxx.wav, fd(0):
Jan 10 03:05:13.953 UTC: Request msg: GET /en-us/app/Beacon/ROS_Monitor.wav HTTP/1.1
Jan 10 03:05:13.953 UTC: Message Response Code: 200
Jan 10 03:05:13.953 UTC: Message Rsp Decoded Headers:
Jan 10 03:05:13.953 UTC: Cache-Control:no-cache
Jan 10 03:05:13.953 UTC: Date:Wed, 10 Jan 2018 03:05:09 GMT
Jan 10 03:05:13.953 UTC: Content-Length:114386
Jan 10 03:05:13.953 UTC: Content-Type:audio/wav
Jan 10 03:05:13.953 UTC: ETag: "e9d02a87074d11:0"
Jan 10 03:05:13.953 UTC: Last-Modified:Tue, 01 Mar 2016 21:22:58 GMT
Jan 10 03:05:13.953 UTC: headers:
Jan 10 03:05:13.953 UTC: HTTP/1.1 200 OK
Cache-Control: no-cache
Content-Type: audio/wav
Last-Modified: Tue, 01 Mar 2016 21:22:58 GMT
Accept-Ranges: bytes
ETag: "e9d02a87074d11:0"
Server: Microsoft-IIS/7.5
X-Powered-By: ASP.NET
Date: Wed, 10 Jan 2018 03:05:09 GMT
Content-Length: 114386
```

Solution

The root cause of the issue was found after lab-recreation. These steps were taken to re-create the scenario:

Step 1. Under CVP media server created a test folder in this file path:

C:\inetpub\wwwroot\en-us\app

Step 2. Under IIS manager, find the folder that you just created and double click the folder



Step 3. Double click HTTP Response Header, as shown in this image

8]	Internet Information Services (IIS) Manager						
COL115CVPCALL01 > Sites > Default Web Site > en-us > app > test >							
File View Help							
File View Help Connections Connections Start Page CollipsCVPCALL01 (COL1156 A - @ Application Pools A - @ Application Pools A - @ Application Pools A - @ app A - @ app A - @ app A - @ ag_gr B - @ ag_gr B - @ sys B - @ es-mx SSL S Mar Confi	en-us/app/test Home	Actions Open Feature Echit Permissions Manage Folder Browse Folder Browse *:80 (http) Browse *:443 (https) File Help Size					
		6 2					
Cisco							

Step 4. Click add on the right panel and input the attributes as shown in this image

Name: Cache-Control

Value: no-cache

PCALI	.01 → Sites → [Default Web Site 🕨 e	en-us ▶ app ▶ test I	•	≌ ≥ ≙ ®
				Actions	
_	Use this feature to configure HTTP headers that are added to responses from the Web server.				Add Set Common Headers
1150	Group by: Entry Type -				😧 Help
	Name 📩	Value	Entry Type		
ΓP	Local			^	

Edit Custom HTTP Response Header ? ×
Name:
Cache-Control
Value:
no-cache
OK Cancel

Verify

Step 1. Load audio file CVP Media server IP address/en-us/app/test1.wav before add the attribute in IIS test folder

Cached entries								
	============							
entry 150, 1 entries								
Ref	FreshTime	Age	Size	context				
2	86400	360	17810	0				
url: http://10.66.75.48/en-us/app/test/1.wav								

Step 2. Add Cache-control with value no-cache and load audio file from test folder

10.66.75.48/en-us/app/test/2.wav

10.66.75.48/en-us/app/test/3.wav

These two audio files are now listed in the non-cached entries:

```
Cached entries
        _____
entry 150, 1 entries
Ref FreshTime Age
                      Size context
___
   _____ ___
                         ____
                                  _____
    86400 360
                       17810 0
2
url: http://10.66.75.48/en-us/app/test/1.wav
Non-cached entries
     _____
Ref Size
    ____
___
    17810
1
url: http://10.66.75.48/en-us/app/test/2.wav
   17810
1
url: http://10.66.75.48/en-us/app/test/3.wav
```

Step 3. Load audio file from other folders

10.66.75.48/en-us/app/whisper.wav

It shows that only test folder affected by the attribute.

```
Maximum memory pool allowed for HTTP Client caching = 15000 K-bytes
Maximum file size allowed for caching = 500 K-bytes
Total memory used up for Cache = 36901 Bytes
Message response timeout = 30 secs
Total cached entries = 2
Total non-cached entries = 2
         Cached entries
         ================
entry 150, 1 entries
                      Size context
Ref FreshTime Age
2 86400 360
                        ____
                                    _____
                        17810
                                  0
url: http://10.66.75.48/en-us/app/test/1.wav
entry 166, 1 entries
Ref FreshTime Age Size context
                         ____
---- ----
                                   _____
   4691902 2495 17810 0
1
url: http://10.66.75.48/en-us/app/whisper.wav
        Non-cached entries
       _____
Ref Size
____ ____
    17810
1
url: http://10.66.75.48/en-us/app/test/2.wav
1
    17810
```

Related Information

url: http://10.66.75.48/en-us/app/test/3.wav

https://support.microsoft.com/en-au/help/247404/how-to-modify-the-cache-control-http-header-when-you-use-iis