

Configure Cisco Customer Voice Portal (CVP) Call Survivability Application to Strip off Preceding Zero Digit

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Introduction

This document describes how to configure CVP Call Survivability Application to not strip the leading zero digit.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP
- Courtesy Call Back (CCB)
- Cisco Voice XML (VXML) gateway

Components Used

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

- CVP 9.X
- CVP 10.X

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

Background Information

Issues can occur when using the CCB feature when a call back is made. The leading zero digit can be stripped from digits being dialed. You can implement a workaround to prefix the digit zero however this adds additional configuration. Another option is to set the parameter **disableDnisStrip** to a value of 1. When this value is set to 1 the leading zero digit is not stripped from the dial string.

Problem

Call Survivability application strips off the preceding 0 digit.

Solution

Step 1. Ensure that the survivability.tcl file from CVPhas been uploaded to the VXML Gateway flash.

Step 2. Login to the VXML Gateway.

Step 3 To display the content of flash Run the command **show flash**. Verify that the survivability.tcl script is listed. If the survivability script is not listed refer to the [CVP Installation and Configuration Guide](#) for instructions on how to transfer the survivability script to the gateway.

```
VXMLGW# show flash
247 58446 Oct 13 2015 22:52:06 +00:00 critical_error.wav
248 5417 Oct 13 2015 22:52:10 +00:00 cvp_ccb_dial.tcl
249 6993 Oct 13 2015 22:52:14 +00:00 cvp_ccb_poll.tcl
250 8836 Oct 13 2015 22:52:16 +00:00 cvp_ccb_vxml.tcl
251 8970 Oct 13 2015 22:52:20 +00:00 cvp_videoconnect.tcl
252 1833 Oct 13 2015 22:52:22 +00:00 cvperror.tcl
253 29552 Oct 13 2015 22:52:26 +00:00 CVPSelfService.tcl
254 10173 Oct 13 2015 22:52:30 +00:00 CVPSelfServiceBootstrap.vxml
255 2458 Oct 13 2015 22:52:32 +00:00 en_0.wav
256 2458 Oct 13 2015 22:52:34 +00:00 en_1.wav
257 2458 Oct 13 2015 22:52:38 +00:00 en_2.wav
258 2458 Oct 13 2015 22:52:40 +00:00 en_3.wav
259 2458 Oct 13 2015 22:52:44 +00:00 en_4.wav
260 2458 Oct 13 2015 22:52:46 +00:00 en_5.wav
261 2458 Oct 13 2015 22:52:50 +00:00 en_6.wav
262 2458 Oct 13 2015 22:52:52 +00:00 en_7.wav
263 2458 Oct 13 2015 22:52:54 +00:00 en_8.wav
264 2458 Oct 13 2015 22:52:58 +00:00 en_9.wav
265 2380 Oct 13 2015 22:53:00 +00:00 en_pound.wav
266 2458 Oct 13 2015 22:53:04 +00:00 en_star.wav
267 1434 Oct 13 2015 22:53:06 +00:00 handoff.tcl
268 126454 Oct 13 2015 22:53:10 +00:00 holdmusic.wav
269 26582 Oct 13 2015 22:53:12 +00:00 pleasewait.wav
270 598 Oct 13 2015 22:53:16 +00:00 recovery.vxml
271 32110 Oct 13 2015 22:53:18 +00:00 ringback.wav
272 7838 Oct 13 2015 22:53:22 +00:00 ringtone.tcl
273 155143 Oct 13 2015 22:53:24 +00:00 survivability.tcl
```

Step 4. To display the application configuration that has been configured in the gateway Run the command **show run | b application**.

```
VXMLGW#show run | b application
application
```

```

service new-call flash:bootstrap.vxml
!
service survivability flash:survivability.tcl
  paramspace callfeature med-inact-det enable
  param ccb id:10.0.1.80;loc:UCCE-RTP-ING;trunks:323
!
service CVPSelfService flash:CVPSelfServiceBootstrap.vxml
!
service ringtone flash:ringtone.tcl
!
service cvperror flash:cvperror.tcl
!
service bootstrap flash:bootstrap.tclapplication
  param ccb id:10.0.1.80;loc:UCCE-RTP-ING;trunks:323
  paramspace callfeature med-inact-det enable
!
service handoff flash:handoff.tcl
!

```

Step 5. Configure the paramdisableDnisStrip parameter for the service survivability application. Run the command **config t**.

Step 6. Run the command **application**.

Step 7. Run the command **service survivability** .

Step 8. Run the command **param disableDnisStrip 1**.

Step 9: Run the command **exit**.

Step10. Run the command **wrt mem**.

```

VXMLGW#config t
VXMLGW(config)#application VXMLGW(config-app)#service survivability VXMLGW(config-app-
param)#param disableDnisStrip 1 Warning: parameter disableDnisStrip has not been registered
under cvp-survivability namespace VXMLGW(config-app-param)#exit VXMLGW(config-app)#exit
VXMLGW#wrt mem

```

Step 11. To verify your configuration Run the command **show run | b application**. You will notice the new parameter has been added to the survivability service.

```

VXMLGW#show run | b application application service new-call flash:bootstrap.vxml ! service
survivability flash:survivability.tcl paramspace callfeature med-inact-det enable param
disableDnisStrip 1 param ccb id:10.0.1.80;loc:UCCE-RTP-ING;trunks:323 ! service CVPSelfService
flash:CVPSelfServiceBootstrap.vxml ! service ringtone flash:ringtone.tcl ! service cvperror
flash:cvperror.tcl ! service bootstrap flash:bootstrap.tclapplication param ccb
id:10.0.1.80;loc:UCCE-RTP-ING;trunks:323 paramspace callfeature med-inact-det enable ! service
handoff flash:handoff.tcl !

```