

Troubleshoot Tips for Cisco Virtualised Voice Browser

Contents

[Introduction](#)

[Configuration](#)

[Virtual Machine \(VM\) installed with custom settings or OVA](#)

[Problem](#)

[Solution](#)

[Modify Script does not change Cisco Media Termination \(CMT\) Dialog Group](#)

[Problem](#)

[Solution](#)

[Trigger is not deleted](#)

[Problem](#)

[Solution](#)

[System inventory does not display two entries for each VVB configured in the system](#)

[Problem](#)

[Solution](#)

[Call Processing](#)

[Call fails during Session Description Protocol \(SDP\) negotiation](#)

[Problem](#)

[Solution](#)

[Calls get rejected](#)

[Problem](#)

[Solution](#)

[Call fails in Secured mode due to HTTPS Certificate unavailability](#)

[Problem](#)

[Solution](#)

[Trigger not found](#)

[Problem](#)

[Solution](#)

[VXML Application not found](#)

[Problem](#)

[Solution](#)

[Application media file not found](#)

[Problem](#)

[Solution](#)

[Call fails in secured mode](#)

[Problem](#)

[Solution](#)

[Calls get rejected after 600 simultaneous calls](#)

[Problem](#)

[Solution](#)

[Calls fail and VVB plays error.wav audio](#)

[Problem](#)

[Solution](#)

[Calls fail after change of MRCP Dialog Channel from V1 to V2 or vice versa](#)

[Problem](#)

[Solution](#)

[Calls fails](#)

[Problem](#)

[Solution](#)

[Audio](#)

[VVB does not play a particular audio file or prompt](#)

[Problem](#)

[Solution](#)

[Nuance Behavior](#)

[Phone number limitation with build-in grammar with Nuance](#)

[Problem](#)

[Solution](#)

[Search limitation in Nuance](#)

[Problem](#)

[Solution](#)

[Limitation with Nuance number element for acceptance of more digits](#)

[Problem](#)

[Solution](#)

[Limitation with Nuance Currency element in accepting more digits](#)

[Problem](#)

[Solution](#)

[Set date prior to 1900 is not acceptable with built-in grammar with Nuance](#)

[Problem](#)

[Solution](#)

[User's voice is not recognized](#)

[Problem](#)

[Solution](#)

[The connection between Servers are refused](#)

[Problem](#)

[Solution](#)

[Disable excessive Cisco VVB logs](#)

[Problem](#)

[Solution](#)

[Grammar](#)

[Difference in VXML built-in grammar behavior](#)

[Problem](#)

[Solution](#)

[ASR/ TTS](#)

[ASR-TTS does not work](#)

[Problem](#)

[Solution](#)

[IVR plays error tone if ASR not configured](#)

[Problem](#)

[Solution](#)

[IVR plays error tone if TTS not configured](#)

[Problem](#)

[Solution](#)

[Server not found](#)

[Problem](#)

[Solution](#)

[MRCP V1/V2 misconfiguration error for ASR](#)

[Problem](#)

[Solution](#)

[MRCP V1/V2 misconfiguration error for TTS](#)

[Problem](#)

[Solution](#)

[Unable to accept User's Voice input](#)

[Problem](#)

[Solution](#)

[TTS does not play \(Case 1\)](#)

[Problem](#)

[Solution](#)

[TTS does not play \(Case 2\)](#)

[Problem](#)

[Solution](#)

[Real-Time Reporting Tool \(RTR\)](#)

[Active Sessions Not in Sync](#)

[Problem](#)

[Solution](#)

[Console does not get displayed](#)

[Problem](#)

[Solution](#)

[Bulk Configuration](#)

[Authentication failure during Template deployment](#)

[Problem](#)

[Solution](#)

[Application error during Template deployment](#)

[Problem](#)

[Solution](#)

[Empty ASR TTS Server List in VVB Template](#)

[Problem](#)

[Solution](#)

[Browser](#)

[Firefox does not display Administration Console](#)

[Problem](#)

[Solution](#)

[Reference](#)

[SIP Response Code](#)

[Q.850 Cause Code for Cisco VVB](#)

[Dual Tone Multi Frequency \(DTMF\)](#)

[DTMF non recognition](#)

[Problem](#)

[Solution](#)

Introduction

This document describes troubleshoot tips for CVVB.

Configuration

Virtual Machine (VM) installed with custom settings or OVA

Problem

If VM is created with custom configuration or a different OVA template (not VVB OVA template), then installation could succeed, but the VVB administration home page displays this error message:

"VM configuration does not match the OVA profile. Please refer to the Virtualized Voice Browser Virtualization DocWiki for the supported configurations."

Solution

Possible cause for this problem is VM configuration does not match with the required VM configuration for VVB.

1. Create a VM and deploy latest OVA template, which is available with the VVB ISO package.
2. Install VVB on that VM.

Modify Script does not change Cisco Media Termination (CMT) Dialog Group

Problem

Script name change of an existing application does not disassociate or associate the Dialog group of its existing trigger.

For example, create an Application X with script SSCRIPT[SelfService.aef] or SSCRIPT[Comprehensive.aef], and create a trigger under application X. By default, the trigger associates with the Media Resource Control Protocol (MRCP) Dialog Group. Now, if you change the this script to SSCRIPT[Ringtone.aef] or SSCRIPT[Error.aef], then the Dialog group of the trigger remains associated with the default CMT Dialog Group.

Solution

Change Dialog Group of the current trigger or delete the trigger and create a new trigger manually.

Trigger is not deleted

Problem

If you delete an Application without deletion of its associated triggers, then triggers are available and get displayed without directory number under **Subsystems > SIP Telephony > SIP Triggers**. And you cannot delete these triggers.

Solution

1. Create an application with previous name. This automatically associates these triggers with the older triggers.
2. Delete each trigger.

System inventory does not display two entries for each VVB configured in the system

Problem

In system inventory it is expected to see two entries for each VVB configured in the system. But, in some occasions this does not happen.

In App Server Information, this entry **CVVB product type** can't be found.

Solution

This could be due to migration from CVVB 11.0 to 11.5. Delete and add the Voice Browsers again, this lists two entries for each instance of Voice Browser.

Product type CVVB

Product type VGW

Call Processing

Call fails during Session Description Protocol (SDP) negotiation

Problem

Delayed offer call fails during SDP negotiation of the initial call setup.

Solution

Navigate to **System Parameters > Codec type** to ensure there is no codec mismatch.

Calls get rejected

Problem

calls get rejected with this error message:

"MIVR-APP_MGR-3-EXCEPTION:com.cisco.app.ApplicationMaxSessionsException: max of "no of session configured for Application" reached for application 'Application Name'."

Solution

Increase the maximum session value configured for the application.

Call fails in Secured mode due to HTTPS Certificate unavailability

Problem

If the HTTPS certificate for call server and VXML server is not uploaded in VVB, then call fails in HTTPS secured mode and this error message is generated in MIVR logs:

"MIVR-SS_VB: Log: Primary VXML Server Status DOWN" , "MIVR-SS_VB: Log: Backup VXML Server Status DOWN" and "CVP VXML Server is down. Call is dropped."

Solution

Upload CA signed or Cisco Voice Portal (CVP) Self Signed certificate onto VVB and then make a call with HTTPS.

Trigger not found

Problem

Trigger not found with this error message:

"SIP LocalLine not found to process uri=sip:DIALED_NUMBER@IP_ADDRESS, user=DIALED_NUMBER Sending response DS_RESPONSE_NOT_FOUND"

Solution

This is the desired behavior. Create a Trigger on Cisco VVB.

VXML Application not found

Problem

VXML Application not found this error message:

CVP logs callid=622304900A4052940002E08F10000151**Application**ERROR: CVP_IP, Unified

CVP VXML Server emergency error occurred saying an invalid application. Call gets dropped.

Solution

Deploy the correct application on the VXML Server.

Application media file not found

Problem

Application media file not found. This is the error message generated:

Warning - <audio>: error.badfetch. http.404: Not Found:http://VXMLSERVER_IP:7000/CVP/audio/helloworld_audio.wav

Solution

Ensure the .Wav file is present at the correct location.

Call fails in secured mode

Problem

Call fails in HTTPS secured mode. MIVR log displays:

“MIVR-SS_VB: Log: Primary VXML Server Status DOWN” , “MIVR-SS_VB: Log: Backup VXML Server Status DOWN” and “CVP VXML Server is down. Call is dropped.”

Solution

- 1.Upload CA signed certificate or CVP Self Signed certificate to VVB and make a test call with HTTPS.
- 2.Verify if the port number for VXML server is correct (usually 7443 for secured mode).

Calls get rejected after 600 simultaneous calls

Problem

Calls gets rejected with 4xx after concurrent calls reaches 600 for medium OVA and 480 for small OVA with this error message:

"Maximum concurrent calls more than allowed channels."

Solution

Possible cause for this issue is Cisco VVB receives more calls than allowed threshold limit.

1. Navigate to MIVR logs.

2. zgrep "Max concurrent calls more than allowed channels".

Note: Cisco VVB has preventive checks for maximum threshold concurrent calls. You must not pump more than mentioned specified concurrents calls on Cisco VVB.

Calls fail and VVB plays error.wav audio

Problem

Calls fail with this error message in MIVR logs:

"

```
%MIVR-SS_MRCP_TTS-7-UNK:[CALLID=xxxx]
MRCP_ERROR:MrcpV2ClientImpl.evaluatefailure() : SETUP_FAILURE : Session SETUP
operation failed; Host= Nuance Server IP Address
```

```
%MIVR-SS_MRCP_TTS-7-UNK:[CALLID=xxxx] Error while creating the session in second
attempt Session SETUP operation failed : server = Nuance Server IP Address
```

```
%MIVR-SS_MRCP_TTS-3-
MRCP_TTS_CREATE_SESSION_SRVR_ERROR:MrcpClient.createSession () failed due to
possible internal server error on the mrcp server. Please make sure the mrcp server processes
are up and adequate licenses are provisioned.: Server IP=10.78.0.78,Create Session Return
Code=MRCP Status Code: 400, Description: Session creation failed (possible socket connection
error),MRCP Reason=Session SETUP operation failed : server = Nuance Server IP Address
```

```
%MIVR-SS_VB-7-UNK:[CALLID=xxxx] VBEventHandler::handleEvent event: error.noresource:
TTS Server is Unavailable."
```

Solution

Increase number of licenses from Nuance side or add more Nuance Server.

Calls fail after change of MRCP Dialog Channel from V1 to V2 or vice versa

Problem

Calls fail after change of MRCP Dialog Channel from V1 to V2 or vice versa with this error message:

```
"Exception=com.cisco.prompt.PromptException: TTS Server is Unavailabl
```

```
%MIVR-PROMPT_MGR-3-EXCEPTION:com.cisco.prompt.PromptException: TTS Server is
Unavailable
```

```
%MIVR-SS_VB-7-UNK:[CALLID=xxxxx] VBEventHandler::handleEvent event: error.noresource:
TTS Server is Unavailable."
```


Solution

After change from MRCP V1 to V2, delete the existing Automatic Speech Recognition(ASR)/ Text-To-Speech (TTS) Server details and reconfigure ASR/TTS server with V1 on 4900 and V2 on 5060.

Calls fails

Problem

Calls fail with this error message:

```
"%MIVR-APP_MGR-3-UNABLE_INVOKE_APP:Unable to invoke application:
Application=Test1,Exception=com.cisco.app.ApplicationMaxSessionsException: max of 600
reached for application 'Test1'
```

```
%MIVR-APP_MGR-3-EXCEPTION:com.cisco.app.ApplicationMaxSessionsException: max of 600
reached for application 'Test1'
```

Upon enabling debugging trace level for “SIP_STACK”,

VVB log shows this output for the unaccepted calls :

SIP/2.0 503 Service Unavailable

```
Via: SIP/2.0/UDP x.x.x.x:5060;branch=z9hG4bKC4;rport=5060
To: <sip:DN@x.x.x.x>;tag=ds8cf0f79e
From: "Your Full Name" <sip:Username@x.x.x.x:5060>;tag=E291B2
Call-ID: local id@host
CSeq: 1 INVITE
Content-Length: 0
Allow: INVITE, INFO, BYE, CANCEL, ACK, UPDATE
Server: Cisco-VVB-11.5
Reason: Q.850;cause=17"
```

Solution

This issue happens, if the maximum number of sessions or VB ports are exhausted.

Audio

VVB does not play a particular audio file or prompt

Problem

Audio file or prompt does not play. The call fails and VVB LIB_MEDIA log displays this error:

```
Exception=com.cisco.audio.WrongAudioFormatException: Expected audio format tag:
G711_ALAW, found audio format tag: G711_ULAW
```

Wrong format for java.io.FileInputStream@e0e381:

Exception=com.cisco.audio.WrongAudioFormatException: Expected audio format tag: G711_ULAW, found audio format tag: G711_ALAW

%MIVR-LIB_MEDIA-7-EXCEPTION:com.cisco.audio.WrongAudioFormatException: Expected audio format tag: G711_ALAW, found audio format tag: G711_ULAW

%MIVR-LIB_MEDIA-7-EXCEPTION: at com.cisco.wf.media.PromptPlayer.checkAudioFormat

Solution

Ensure VVB and CVP are configured with same codec. In addition, the Audio file used for prompt must be encoded with same codec.

Nuance Behavior

Phone number limitation with build-in grammar with Nuance

Problem

Phone numbers limitations, when built-in grammar is used with Nuance.

Solution

Phone numbers have limitations for region and locales, imposed by Nuance. For more information, contact Nuance.

Search limitation in Nuance

Problem

Nuance platform imposes limitations on built-in grammars.

Solution

By default, for many built-in grammars, Nuance restricts the input to improve accuracy. Generally, the bigger the search space, the lesser the accuracy. So, Nuance chooses to limit the search space a bit to get better accuracy.

For example, by default, grammar Nuance platform recognizes a number up to 6 digits. That is sufficient for most applications and gives better accuracy, than allow 9 or more digits.

Limitation with Nuance number element for acceptance of more digits

Problem

RTR data for active sessions is not in sync with CVPDiag/CLI output.

Solution

By default, for the number grammar, Nuance can recognize up to 6 digits. Default maximum can be increased with set **SWI_vars.maxallowed** when invokes the grammar.

For example: builtin:grammar/number?SWI_vars.maxallowed=99999999.99.

Note: Sources for the built-ins are in this location **RECOGNIZER/config/{locale}/{ASR locale version}/sources folder**. For more detail contact Nuance.

Limitation with Nuance Currency element in accepting more digits

Problem

Currency element is not accepting any input which is more than Six digit value, when using built-in grammar with Nuance

Solution

By default, for the number grammar, Nuance can recognize up to 6 digits. Default max can be increased with set *SWI_vars.maxallowed* when invokes the grammar.

For example: builtin:grammar/number?SWI_vars.maxallowed=99999999.99.

Note: Sources for the built-ins are in this location **RECOGNIZER/config/{locale}/{ASR locale version}/sources folder**. For more detail contact Nuance.

Set date prior to 1900 is not acceptable with built-in grammar with Nuance

Problem

Any Date prior to 1900 is not acceptable when built-in grammar with Nuance is used.

Solution

You can set *SWI_vars.minallowed=YYYYMMDD* to allow dates earlier than 1900.

For example, *SWI_vars.minallowed=18000101* to allow dates greater than or equal to 1800

Note:

- Sources for the built-ins are under **RECOGNIZER/config/{locale}/{ASR locale version}/sources folder**
- For more details, contact Nuance.

User's voice is not recognized

Problem

User's voice not recognized and VVB logs show this error message:

```
%MIVR-SS_VB-7-UNK:[CALLID=xxxx] VBEventHandler::handleEvent event: error.noresource:  
ASR is not configured
```

Solution

This issue happens, if Application requires ASR but ASR server is not configured under **Subsystems > Speech Servers > ASR Servers**.

Add a valid ASR Server and ensure it is reachable.

The connection between Servers are refused

Problem

The connection between Media Server, VXML, Call Server and Nuance Server is refused.

Solution

If the user tries to access Media Server, VXML, Call Server and Nuance with Host name. Host to IP Address map is not present in DNS server or Host to IP Address map is not made in VVB host file.

Host to IP Address map must be done on DNS server configured during installation. If DNS server not used, ensure to add Host to IP entry into VVB with this command:
utils vvb add host-to-ip <Hostname> <IPAddress>

Disable excessive Cisco VVB logs

Problem

Excessive Cisco VVB log generation. and it generates this error message:

```
Param_0=WARN - can't connect to SIP server  
Param_0=com.dynamicsoft.DsLibs.DsUtil.DsException: ConnectionWrapper.check: can't establish  
connection
```

Solution

These logs gets generated when there is a connection issue with the ASR-TTS server or a misconfigured ASR-TTS server.

To disable these logs:

1. Resolve the connection issue. If there is a configuration of non existent ASR-TTS then that has to be removed from configuration.

2. If the connection issue is intermittent and need to remove the logs, then the protocol used for ping the Nuance server from Cisco VVB needs to be changed to UDP from existing TCP.

Note: Nuance version 10.2 doesn't work with UDP protocol for OPTION PING , hence the nuance servers needs to be 10.5 and higher if the protocol is changed to UDP.

3. To change the protocol to UDP, user has to login to system with "root" privileges and change the value to UDP from TCP.

3. To change the protocol to UDP, user has to login to system with "root" privileges and change the value to UDP from TCP

com.cisco.jasmin.impl.ds.config.controlTransport= TCP

File name : /opt/cisco/uccx/properties/JasminDefaults.properties

4. Restart the engine.

Grammar

Difference in VXML built-in grammar behavior

Problem

VXML built-in grammar behavior difference in DTMF, and DTMF with Voice Modes.

Solution

This issue happens due to DTMF is processed locally by VVB, which is as per www.w3.org/TR/voicexml20/#dmlABuiltins. Whereas mixed (DTMF with voice) and voice mode built-in grammar are dependent on ASR Server Platform (for example, Nuance and it associated locale package).

For ASR Server (Nuance) platform behavior and limitation on built-in grammars, contact Nuance customer care.

ASR/ TTS

ASR-TTS does not work

Problem

ASR / TTS does not work.

Solution

Here are the possible causes of ASR/TTS does not work:

1.Port mismatch. Port number used in ASR / TTS and the one mentioned in ASR / TTS server

configuration in VVB are not same (search for **server.mrcp1.transport.port** in nss.cfg in ASR/TTS server and use the same in VVB.)

2. Cisco VVB uses **/recognizer** and **/synthesizer** as url, and these values are not editable. Ensure same urls are used in ASR TTS server in nss.cfg file. Here mentioned are the settings in nss.cfg file in ASR / TTS:

| | | |
|-----------------------------|----------|--------------|
| server.mrcp1.resource.3.url | VXIStrng | /recognizer |
| server.mrcp1.resource.2.url | VXIStrng | /synthesizer |

IVR plays error tone if ASR not configured

Problem

If the ASR is not configured, and a DN is configured with MRCP Dialog Group. In this condition, calls to the desired DN is unsuccessful and IVR Plays Error.wav file states "I am sorry, we are experiencing difficulties, please call back at little time".

and MIVR log shows "MIVR-SS_MRCP_ASR:
SUBSYSTEM_MRCP_ASR_NO_SERVER_FOUND".

Solution

Configure a valid ASR Server.

IVR plays error tone if TTS not configured

Problem

If the TTS is not configured, and an Application requires TTS server. In this condition calls to the desired DN unsuccessful and IVR Plays Error.wav file states "I am sorry, we are experiencing difficulties, please call back at little time".

MIVR log displays "MIVR-SS_MRCP_TTS: locale en_US and its base versions are not supported".

Solution

Configure a valid TTS Server.

Server not found

Problem

ASR/TTS server not found. TTS Server is not configured and this error message is generated:

SUBSYSTEM_MRCP_ASR_NO_SERVER_FOUND:Undefined mnemonic
'SUBSYSTEM_MRCP_ASR_NO_SERVER_FOUND':

Solution

Ensure the server is configured correctly and server runs.

MRCP V1/V2 misconfiguration error for ASR

Problem

If ASR servers are already configured and MRCP Version changed through System Param configuration and restarted the VB Engine. In this condition existing ASR server port is not valid for changed MRCP version. Calls to the desired DN is unsuccessful and IVR Plays Error.wav file states "I am sorry, we are experiencing difficulties, please call back at little time".

MIVR log displays for ASR : "MIVR-SS_MRCP_ASR:
SUBSYSTEM_MRCP_ASR_NO_SERVER_FOUND".

Solution

Configure the ASR Server with valid port number.

MRCP V1/V2 misconfiguration error for TTS

Problem

If TTS servers are already configured and MRCP Version changed through System Param configuration and restarted the VB Engine. In this condition existing TTS server port is not valid for changed MRCP version. Calls to the desired DN is unsuccessful and IVR Plays Error.wav file states "I am sorry, we are experiencing difficulties, please call back at little time".

MIVR log displays for TTS : "MIVR-SS_MRCP_TTS-3-
MRCP_TTS_CREATE_SESSION_SRVR_ERROR"

Solution

Configure the TTS Server with valid port number.

Unable to accept User's Voice input

Problem

VVB does not take user's Voice input but able to accept DTMF.

VVB log does not display any error message.

Solution

Dynamic switch based on root grammar, i.e. user might have configured the Grammar Adapter/VoiceXML Gateway for the Call Studio Application as Cisco DTMF.

Change the Grammar Adapter/VoiceXML Gateway of Call Studio Application to Nuance 10.

TTS does not play (Case 1)

Problem

TTS does not play. The default VVB Log show this message:

```
%MIVR-SS_MRCP_TTS-7-UNK:[CALLID=xxxx] TTS Server is not configured
```

```
%MIVR-PROMPT_MGR-3-EXCEPTION:com.cisco.prompt.PromptException: TTS Server is Unavailable
```

```
%MIVR-SS_VB-7-UNK:[CALLID=xxxx] VBEventHandler::handleEvent event: error.noresource: TTS Server is Unavailable.
```

Solution

Possible cause of this issue is, If Application requires TTS but TTS server is not configured. and the TTS server is not configured under **Subsystems >Speech Servers> TTS Servers**.

Add a valid TTS Server and ensure it is in reachable state.

TTS does not play (Case 2)

Problem

TTS does not play. The default VVB Logs shows error logs:

```
%MIVR-SS_MRCP_TTS-7-UNK:MRCPserver:serverReachable - server state changed  
SERVER_REACHABLE ---> SERVER_UNREACHABLEMRCPserver[Vendor=null  
Provider=Nuance Vocalizer 5.0 Host=10.78.0.78 Port=5060 State=SERVER_UNREACHABLE]
```

```
%MIVR-SS_MRCP_TTS-7-UNK:MRCPProvMgr:notifyServerStateChange - state change recvd  
from: MRCPserver[Vendor=null Provider=Nuance Vocalizer 5.0 Host=x.x.x.x Port=5060  
State=SERVER_UNREACHABLE]
```

```
%MIVR-SS_MRCP_TTS-7-UNK:MRCPProvMgr:notifyServerStateChange - server changed from:  
SERVER_REACHABLE ---> SERVER_UNREACHABLEMRCPProviderManager[Vendor=null  
ProviderName=Nuance Vocalizer 5.0 LicenseCount=900 ServerCount=1 State=IN_SERVICE]
```

```
%MIVR-SS_MRCP_TTS-7-UNK:[CALLID=BF89FB10940C094B35E477E81BAE51321E88]  
TTSProvMgr:getServer - No server found using locale-en_US Gender-female
```

```
%MIVR-SS_VB-7-UNK:[CALLID=BF89FB10940C094B35E477E81BAE51321E88]  
VBEventHandler::handleEvent event: error.noresource: TTS Server is Unavailable
```

Solution

Ensure the TTS Server is up and in reachable state. Also, check the status of the TTS Server under **Subsystems > Speech Servers > TTS Servers**.

Real-Time Reporting Tool (RTR)

Active Sessions Not in Sync

Problem

RTR data for active sessions is not in sync with CVPDiag/CLI output

Solution

System retains active call data for additional 5 seconds to handle any unexpected error in cleanup.

Console does not get displayed

Problem

Real Time Reporting Java console does not display.

Application Blocked. Click for details.

Solution

Cisco VVB URL is not added in the exception site list in **Java Control Panel > Security** tab.

1. Navigate to **Java Control Panel > Security**.
2. Click **Edit Site List....**
3. On the Exception Site List dialog box, click **Add**.
4. In the **Location** field, enter the Cisco VVB URL.
5. Click **OK**.
6. Click **OK**.

Bulk Configuration

Authentication failure during Template deployment

Problem

Template Deployment failure with authentication error message.

Solution

Cisco VVB is either not accessible or the username and password to access Cisco VVB is not correctly defined in the device configuration.

1. Log in to CVP Operations Console.
2. Choose **Device Management > VVB Configuration**.
3. Select Cisco VVB.
4. Enter a valid username and password and verify login.

5. Save the configuration.

Application error during Template deployment

Problem

Template deployment failure and error message shows that the deployment fails at line number near **Application** configuration.

Solution

The number of sessions configured for the application is more than the limit allowed by the Cisco VVB license.

Ensure that the number entered in the **Maximum number of Sessions** is less than the number of available licenses.

Empty ASR TTS Server List in VVB Template

Problem

Available ASR / TTS Servers list in VVB Template management is empty.

Solution

Speech Servers are not configured through device management.

Log in to CVP OAMP and navigate to **Device Management > Speech Server**, add a speech server.

Browser

Firefox does not display Administration Console

Problem

Firefox version above 41.0 does not open Administration Console.

Solution

New versions are blocked for sha due to security risks in the Firefox browser.

1. In the Firefox browser, navigate to address bar and enter **about:config**.
2. Click **I'll be careful, I Promise!**.
3. In the **Search** field, type: *sha*.
4. Toggle both *security.ssl3.dhe_rsa_aes_128_sha* and *security.ssl3.dhe_rsa_aes_256_sha* to **false**.

5. Restart Firefox.

Reference

SIP Response Code

SIP Response Code

| SIP Response Code | Description | Cisco VVB Response |
|-------------------------------|----------------------------------|--|
| 400 - Bad request | Inter-working, unspecified | <ul style="list-style-type: none">Request incorrect (mandatory headers missing)Request incorrect (SDP error) |
| 403 - Forbidden | Bearer capability not authorized | INVITE received from the host which is not trusted |
| 404 - Not found | Unallocated number | SIP Trigger does not exist for DN in request URI. |
| 480 - Temporarily unavailable | No user response | Route is not functional |
| 481 - Call leg does not exist | Inter-working, unspecified | Subsequent request received for the call that does not exist |
| 482 - Loop detected | Inter-working, unspecified | Loop test fails |
| 485 - Address ambiguous | Unallocated number | DN is configured as outbound ROUTE (future use) |
| 486 - Busy here | User busy | <ul style="list-style-type: none">License not availableUnable to allocate media channelUnable to allocate Port |
| 487 - Request cancelled | Inter-working, unspecified | CANCEL was received for INVITE. |
| 488 - Not acceptable here | Codec mismatch | <ul style="list-style-type: none">Codec offered does not match with VVB installationRequest URI is not proper SIP URI. |
| 500 - Internal server error | Temporary failure | <ul style="list-style-type: none">Unable to allocate media driver resourceOther channel exceptions |

Q.850 Cause Code for Cisco VVB

Q.850 Cause Code for Cisco VVB

| Q.850 Cause Code | Standard Category | Description |
|------------------|--|--|
| 1 | Un-allocated (unassigned) number | <p>Calling user cannot reach the requested destination as number is unassigned.</p> <p>The following are the typical scenarios:</p> <ul style="list-style-type: none"> ■ Trigger does not exist. |
| 16 | Normal Call Clearing | <p>One of the users in the conversation hung up the call.</p> <p>The following are the typical scenarios:</p> <ul style="list-style-type: none"> ■ A call participant hung up. |
| 17 | User Busy | <p>The called party is unable to accept another call because the user busy condition has been encountered. The called user or the network generates this cause value. In case of user determined user busy, it is noted that the user equipment is compatible with the call.</p> <p>The following are the typical scenarios:</p> <ul style="list-style-type: none"> ■ User is on a call. ■ Unable to get port or license or calls/trigger already reached. |
| 21 | Call Rejected | <p>The equipment sending this cause code does not wish to accept the call, although it could have accepted the call because the equipment sending the cause is either busy or incompatible.</p> <p>Might also be generated by the network indicating that the call was cleared because of a supplementary service constraint. The diagnostic field might contain additional information about the supplementary service and reason for rejection.</p> <p>The following are the typical scenarios:</p> <ul style="list-style-type: none"> ■ Subscriber has a service constraint that does not accept this call. ■ Due to port issues. |
| 25 | Exchange Routing Error | <p>The destination indicated by the user cannot be reached because an intermediate exchange has released the call due to reaching a limit in executing the hop counter procedure.</p> <p>The following are the typical scenarios:</p> <ul style="list-style-type: none"> ■ Network is overloaded ■ Port limit reached |
| 38 | Network Out-of-order | <p>The network is not functioning correctly and the condition is likely to last for an extended period.</p> <p>The following are the typical scenarios:</p> <ul style="list-style-type: none"> ■ Network failure ■ Whisper file not found (wrong URL) |
| 63 | Service or option not available, unspecified | <p>The following are the typical scenarios:</p> <ul style="list-style-type: none"> ■ Service not available. ■ VB Application does not exist. |
| 65 | Media Negotiation Failure | <p>CC_CAUSE_BEARER_CAPABILITY_NOT_IMPLEMENTED - Indicates that the equipment sending this cause does not support the bearer capability requested.</p> <p>The following are the typical scenarios:</p> <ul style="list-style-type: none"> ■ No codec match occurred. |

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| 87 | User is not a member of CUG | The called user for the incoming Closed User Group (CUG) call is not a member of the specified CUG. The following are the typical scenarios: <ul style="list-style-type: none"> ■ Caller is not authorized. |
| 95 | Invalid message received error | CC_CAUSE_INVALID_MESSAGE – Indicates an invalid message event. The following are the typical scenarios: <ul style="list-style-type: none"> ■ An invalid message was received ■ SIP URL is incorrect |
| 96 | Mandatory IE missing error | CC_CAUSE_MANDATORY_IE_MISSING - Indicates that the equipment sending this cause code has received a message that is missing an information element (IE). This IE must be present in the message before the message can be processed. The following are the typical scenarios: <ul style="list-style-type: none"> ■ Mandatory Contact field missing in SIP message ■ Session Description Protocol (SDP) body is missing |
| 97 | Message type does not exist or not implemented | The equipment sending this cause has received a message which is missing an information element that must be present in the message before the message can be processed. The following are the typical scenarios: <ul style="list-style-type: none"> ■ Message type information is missing. ■ The SIP method is not implemented. |
| 99 | IE or parameter unrecognized | The equipment sending this cause has received a message that includes information elements or parameters names not recognized or defined, or are defined but not implemented by the equipment. The following are the typical scenarios: <ul style="list-style-type: none"> ■ Element mismatch ■ Caller sends "Requires" tag, which VVB does not support. |
| 102 | Call setup timeout failure | CC_CAUSE_RECOVERY_ON_TIMER_EXPIRY - Indicates that a procedure has been initiated by the expiration of a timer in association with error handling procedures. The following are the typical scenarios: <ul style="list-style-type: none"> ■ ACK not received in 5sec |

Dual Tone Multi Frequency (DTMF)

DTMF non recognition

Problem

DTMF is not recognizable. and this error message generates:

VBEventHandler::handleEvent event: noinput: noinput - recognition failed; nested exception is: com.cisco.dialogservices.RecNoInputException

Solution

User Send DTMF on RTP inband or via INFO message.

User need to send DTMF on rtpevent.