



Configuring IVR HTTP Triggers

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Use the IVR HTTP-based trigger configuration CLI commands to configure Cisco Unity Express IVR HTTP trigger parameters.

This chapter describes how to configure the Cisco Unity Express IVR HTTP trigger parameters. An IVR HTTP-based trigger consists of a URL suffix string and an application name, which is added to the URL later by the **application** command. An HTTP request of the form **urlname** *<suffix>* results in the HTTP subsystem starting the configured application, then passing the HTTP information to the application. The HTTP request can include additional parameters that also pass to the application.

Before starting the application, the HTTP trigger subsystem ensures that the maximum session limit for the trigger and application have not been reached or exceeded. The maximum sessions for an HTTP trigger and application are limited by the number of licensed IVR sessions. If more requests are received than are allowed, the subsystem rejects those requests that exceed the limit and sends an HTTP 503 response. If an HTTP request is received and a trigger is not configured for the request suffix, the subsystem sends an HTTP 404 response.

Configuring an HTTP Trigger Application

SUMMARY STEPS

1. **config t**
2. **ccn trigger http urlname** *<suffix>*
3. **application** *application-name*
4. **idletimeout** *milliseconds*
5. **locale** *xx_YY*
6. **maxsessions** *maximum-sessions*
7. **enabled**
8. **default** { **application** | **enabled** | **idletimeout** | **locale** | **maxsessions** }
9. **end**
10. **exit**
11. **show ccn trigger http**
12. **copy running-config startup-config**

DETAILED STEPS

	Command or Action	Purpose
Step 1	<p>config t</p> <p>Example: se-10-0-0-0# config t</p>	Enters global configuration mode.
Step 2	<p>ccn trigger http urlname <suffix></p> <p>If a new HTTP trigger is added, the following message appears on the console before going into HTTP trigger command mode:</p> <p>Adding new trigger</p> <p>If the HTTP trigger already exists, the following message appears on the console:</p> <p>Modifying existing trigger</p> <p>Example: se-10-0-0-0(config)# ccn trigger http urlname http://localhost:8080 Adding new trigger se-10-0-0-0(config-trigger)#</p>	<p>Configures the trigger URL and enters HTTP trigger configuration mode. The HTTP trigger name must be a string variable without spaces or special characters.</p> <ul style="list-style-type: none"> Use the no or default form of this command to remove the configured HTTP trigger.
Step 3	<p>application application-name</p> <p>Example: se-10-0-0-0(config-trigger)# application myhttpapplication</p>	<p>Specifies the application name that starts when the HTTP trigger is entered.</p> <ul style="list-style-type: none"> The no and default forms of this command have no effect.
Step 4	<p>idletimeout milliseconds</p> <p>Example: se-10-0-0-0(config-trigger)# idletimeout 15000</p>	<p>Specifies the idle timeout is the time that the subsystem waits before dropping the HTTP request. The no form of this command has no effect. Use the default form of this command to set the idle timeout value to 10000.</p>
Step 5	<p>locale xx_YY</p> <p>Example: se-10-0-0-0(config-trigger)# locale en_US</p>	<p>Specifies the language used for the prompts that the caller hears when an HTTP-based trigger application activates. Use the no and default form of this command to set the locale value to the system default.</p>
Step 6	<p>maxsessions maximum-sessions</p> <p>Example: se-10-0-0-0(config-trigger)# maxsessions 8</p>	<p>Specifies the maximum number of simultaneous sessions of incoming HTTP requests allowed. The maximum value you can specify is limited by the number of licensed IVR sessions.</p> <ul style="list-style-type: none"> Use the no form of this command to set the maximum number of simultaneous HTTP requests to 0. Use the default form of this command to set the maximum number of simultaneous HTTP requests value to the number of licensed IVR sessions.

	Command or Action	Purpose
Step 7	<p>enabled</p> <p>Example: se-10-0-0-0(config-trigger)# enabled</p>	Enables the processing of incoming HTTP-based trigger requests.
Step 8	<p>default {application enabled idletimeout locale maxsessions}</p> <p>Example: se-10-0-0-0# config t se-10-0-0-0(config)# ccn trigger http se-10-0-0-0(config-trigger)# default application se-10-0-0-0(config-trigger)# default enabled se-10-0-0-0(config-trigger)# default idletimeout se-10-0-0-0(config-trigger)# default locale systemDefault se-10-0-0-0(config-trigger)# default maxsessions se-10-0-0-0(config-trigger)#end se-10-0-0-0(config)# exit</p>	<p>Resets the IVR HTTP trigger values to their default values in Cisco Unity Express IVR trigger HTTP configuration mode.:</p> <ul style="list-style-type: none"> • application: Has no effect on the application. • enabled: Enables the HTTP-based trigger requests. Use the no form of this command to disable the HTTP trigger requests. • idletimeout: Sets the idle timeout to 10,000 seconds. • locale: Sets the locale to <i>systemDefault</i>. • maxsessions: Sets the maximum number of sessions to the port license number. Use the no form of this command to set the number to 0.
Step 9	<p>end</p> <p>Example: se-10-0-0-0(config-trigger)# end</p>	Saves and exits HTTP trigger configuration mode.
Step 10	<p>exit</p> <p>Example: se-10-0-0-0(config)# exit</p>	Exits global configuration mode.
Step 11	<p>show ccn trigger http</p> <p>Example: se-10-0-0-0# show ccn trigger http</p>	Displays details about the specified HTTP trigger subsystem configuration.
Step 12	<p>copy running-config startup-config</p> <p>Example: se-10-0-0-0# copy running-config startup-config</p>	Copies the currently running configuration as the startup configuration.

Examples

The **show ccn trigger all** command displays the different types of trigger configurations.

```
se-10-0-0-0# show ccn trigger ?
se-10-0-0-0# show ccn trigger {jtapi | sip | http | all}
```

For trigger type HTTP, you see the following output:

```
se-10-0-0-0# show ccn trigger http

Name:                myhttpapp
Type:                 HTTP
Application:          myhttpapplication
Locale:               systemDefault
```

```
Idle Timeout:          10000
Enabled:              yes
Maximum number of sessions: 8
```

If no trigger type (JTAPI, SIP, or HTTP) is specified or if the **all** command option is selected), you see details of all the triggers:

```
se-10-0-0-0# show ccn trigger all
```

```
Name:                6800
Type:                SIP
Application:         ouraa
Locale:              systemDefault
Idle Timeout:        10000
Enabled:             yes
Maximum number of sessions: 8

Name:                6800
Type:                JTAPI
Application:         ouraa
Locale:              systemDefault
Idle Timeout:        10000
Enabled:             yes
Maximum number of sessions: 8

Name:                myhttpapp
Type:                HTTP
Application:         myhttpapplication
Locale:              systemDefault
Idle Timeout:        10000
Enabled:             yes
Maximum number of sessions: 8
```