

Los errores del script extensión del CVP “envíe al VRU” y “ejecute”

Introducción

Este documento describe “envía al VRU” y “ejecute los errores del script extensión”. El acercamiento tomado se llama Predictive Troubleshooting. Con el troubleshooting profético, le harán enterado del problema basado en los registros, el comportamiento relacionado, y cómo mejor dirigirlo.

En las implementaciones porta de la voz del cliente (CVP), las fallas de llamada en “envían al VRU” o “el nodo del script extensión del funcionamiento” sea muy común. Aunque es apenas un nodo único en el Intelligent Contact Management (ICM), hay porciones de eventos de la señalización que necesiten ocurrir en el CVP, el gateway de la Voz XML (VXML) y/o el servidor VXML. Hay varios lugares que la configuración se debe completar correctamente. La mayoría de los errores suceden debido al misconfiguration o a un error fuera del ICM. Una vez que usted es familiar con la mayoría de los problemas y/o del error de la configuración común en los dispositivos, es más fácil resolver problemas los problemas reales en las redes de producción.

Diagramas de la Red

“Envíe al VRU” y/o “ejecute el script extensión” con el CVP

El fondo “envía al VRU” o “ejecute del nodo del script extensión”

Cuando una llamada llega en el ICM vía el CVP, el administrador de las Comunicaciones unificadas de Cisco (CUCM) o cualquier otro Peripheral Gateway (PG), el ICM pudo necesitar el tratamiento del Voice Response Unit (VRU) jugar los avisos y recoger la entrada de usuario. Para hacer así pues, el ICM necesita enviar la llamada a la red VRU primero. Solamente la red VRU puede jugar los avisos y recoger la entrada de usuario. Así pues, si una llamada llega de una red de telefonía conmutada pública (PSTN) al ICM vía el CVP o el CUCM, el ICM necesita utilizar “envía el nodo al VRU” para enviar la llamada a una red VRU. Hay algunos Nodos que tienen implícito “enviar al VRU”, por ejemplo el “script ejecutado extensión” o la “cola al grupo de capacidades”. La llamada llega la red VRU, ICM después ejecuta una vez “el nodo del script externo del funcionamiento”.

Cómo el ICM identifica que VRU para utilizar

Cuando el ICM recibe una llamada del Routing Client del CVP, y si la llamada necesita ser enviada a la red VRU, el ICM busca la instancia del cliente configurada para el Número marcado. Una vez que se identifica la instancia del cliente, el ICM utiliza la red VRU configurada para esa instancia del cliente. Entonces el ICM encuentra la escritura de la etiqueta para el Routing Client

en esa red VRU. Junto con la correlación ID, el ICM envía la escritura de la etiqueta VRU al Routing Client del CVP. Cuando una instancia del cliente no se configura, la red predeterminada VRU debe ser configurada. Sino como la mejor práctica, la instancia del cliente se debe definir siempre en el Número marcado.

Diagrama de la escalera

Los cambios del flujo de llamada dependen de donde la llamada origina y alcanza al ICM. También depende del protocolo de señalización usado para la llamada. Se basan en ése, aquí los diversos diagramas de la escalera:

1. Session Initiation Protocol (SIP) - El gateway PSTN envía la llamada al CVP y el CVP envía al ICM
2. SORBO - CUCM envía la llamada al ICM y las transferencias al CVP

SORBO - El gateway PSTN envía la llamada al CVP y el CVP envía al ICM

1. El gateway de ingreso envía una INVITACIÓN al CVP.
2. Las devoluciones del CVP con 100 QUE INTENTAN.
3. El CVP determina si es una nueva llamada o una llamada VRU. Marca la longitud del Digital Number Identification Service (DNIS). Si es la longitud DNIS inferior o igual el "DÍGITO máximo" definido en el subsistema ICM, el CVP sabe que es una nueva llamada.
4. El CVP envía una petición NEW_CALL al ICM.
5. Una vez que el ICM PG convierte el NEW_CALL al pedido de ruta y lo envía al router ICM:
 - El router ICM intenta hacer juego el pedido de ruta DNIS con el Número marcado.
 - Una vez que se corresponde con el Número marcado, el ICM lo asocia a un tipo de llamada.
 - Una vez que corresponden con al tipo de llamada, se asocia a un script. Si el script se programa ahora para ejecutarse, el router ICM ejecuta el script.
 - Una vez que el script golpea "envíe al VRU" o "ejecute el nodo del script extensión", ICM necesita enviar la llamada al VRU. Intenta encontrar la red correcta VRU.
 - De acuerdo con el Número marcado, el ICM encuentra qué cliente pertenece este Número marcado.
 - Una vez que encuentran al cliente, los hallazgos ICM que la red VRU será utilizada.
 - El router ICM escoge la escritura de la etiqueta definida para el RC del CVP y genera la correlación ID.
6. El CVP consigue la escritura de la etiqueta 9999999999 y la correlación ID 10. Lo combina y busca una ruta. Puesto que el proxy no se utiliza, es una Static ruta definida bajo el SORBO.
7. El CVP envía la llamada 999999999910 al gateway VXML.
8. En el gateway VXML, 999999999910 hace juego un dial-peer que tiene bootstrap.tcl como la aplicación a invocar.
9. El gateway VXML valida la llamada y envía la AUTORIZACIÓN 200 al CVP.
10. El CVP vuelve los 200 que la AUTORIZACIÓN al gateway de ingreso con asegura la disposición del dispositivo (SDP) copiada de la AUTORIZACIÓN del gateway 200 VXML.
11. El gateway de ingreso envía el ACK al CVP. La transacción de la pierna ENTRANTE de la llamada es completa ahora.
12. El CVP envía el ACK al gateway VXML. Hay una dependencia aquí. Si la pierna ENTRANTE ACK no se recibe, el CVP no envía el ACK al gateway VXML.

13. Mientras tanto, en el gateway VXML la aplicación de la carga inicial extrae los encabezados del SORBO para descubrir de adónde vino la llamada. Utiliza esta información para enviar un pedido de HTTP al CVP.
14. El gateway VXML envía un mensaje de PING HTTP al mismo CVP adonde vino la llamada del SORBO.
15. El subsistema de la respuesta de voz interactiva del CVP (IVR) responde con la AUTORIZACIÓN 200.
16. El gateway VXML ahora envía un pedido de HTTP NEW_CALL al CVP con DNIS=99999999910.
17. Puesto que el DNIS es grande, el "dígito máximo" se define en el CVP (que es 10). El CVP sabe que es una llamada de vuelta VRU así que parte la escritura de la etiqueta y la correlación ID y envía una INSTRUCCIÓN de la PETICIÓN al CVP con la escritura de la etiqueta = 999999999, la correlación ID=10.
18. De acuerdo con la correlación ID=10, el ICM sabe qué script en qué nodo esperaba la llamada. Continúa tan ejecutando el siguiente paso que es "script ejecutado extensión". Envía "RUN_SCRIPT_REQ" como PM, recepción junto con otras variables del código corrector de error (ECC).
19. Con el uso de las variables ECC y de la instrucción RUN_SCRIPT_REQ, el subsistema del CVP IVR construye el documento VXML y lo envía detrás como AUTORIZACIÓN 200.
20. El gateway VXML recibe los 200 ACEPTABLES y los determina que agitan el archivo para jugar y de donde.
21. Marca su caché, el archivo no está presente, así que envía un pedido de HTTP al servidor Web para el archivo.
22. El servidor Web envía la AUTORIZACIÓN 200 con el archivo de audio.
23. El gateway VXML envía el archivo de audio como (RTP) del protocolo de la tabla de ruteo al gateway de ingreso.
24. Una vez que el gateway VXML juega el archivo, envía otro pedido de HTTP al CVP con CALL_RESULT, ERROR_CODE=0.
25. El CVP envía "RUN_SCRIPT_RESULT" al ICM con ERROR_CODE=0.
26. El ICM sigue a través de la bifurcación acertada "del nodo del script extensión del funcionamiento" y va a la "cola al grupo de capacidades".
27. Ahora, el ICM necesita desconectar la pierna VRU. El ICM envía tan la desconexión en la pierna VRU.
28. Al mismo tiempo, el ICM envía la escritura de la etiqueta 2001 de la CONEXIÓN a la pierna del Switch.
29. El CVP envía la AUTORIZACIÓN 200 al pedido de HTTP del gateway VXML de desconectar.
30. Al mismo tiempo, el CVP envía el ADIÓS en la pierna del SORBO al gateway VXML.
31. Una vez que el ADIÓS se envía al gateway VXML, el CVP envía un SORBO INVITA a 91919191 que se rutee al gateway VXML según la configuración de plan de marcado.
32. Una vez que el CVP recibe la AUTORIZACIÓN 200 del gateway VXML para la llamada 91919191, envía con referencia a INVITA de nuevo a la pierna ENTRANTE/al gateway de ingreso.
33. El gateway de ingreso envía la AUTORIZACIÓN 200 para el nuevo reinvite.
34. El CVP envía el ACK al gateway de ingreso así como al gateway VXML.
35. La trayectoria RTP se establece entre el gateway de ingreso y el gateway VXML y el cliente puede oír la señal de llamada.
36. Ahora el CVP envía un SORBO INVITA a CUCM para el 2001.

37. CUCM envía 100 QUE INTENTAN y el evento de SONIDO 180. El CVP no hace cualquier cosa con el mensaje de SONIDO 180.
38. Una vez que el agente contesta a la llamada, CUCM envía la AUTORIZACIÓN 200.
39. Esto acciona los eventos múltiples en el CVP.
40. El CVP envía el ADIÓS a la pierna de la señal de llamada de 91919191 VXML. El CVP envía un reinvide de nuevo al gateway de ingreso para cambiar el trayecto de audio al teléfono.
41. El gateway de ingreso envía la AUTORIZACIÓN 200 en el nuevo reinvide.
42. El CVP envía el ACK al gateway de ingreso así como a CUCM.
43. Ahora, el audio se establece entre el gateway de ingreso y el teléfono del IP.

Configuración

Configuración de gateway PSTN

Configuración del CVP

El “Largo máximo de DNIS” debe hacer juego la longitud de la escritura de la etiqueta VRU.

El CVP debe tener una ruta local o proxy para la escritura de la etiqueta VRU. Si “envíe al terminal original” se configura, CVP utiliza el gateway de ingreso como el gateway VXML.

Configuración de ICM

El Número marcado debe tener un cliente asociado. Se recomienda para tener un cliente asociado para el tipo de llamada también.

El caso del cliente se debe asociar a la red VRU.

El cliente del CVP PG/Router debe hacer una red VRU asociar.

La red VRU del tipo 10 debe ser configurada. Todo el CVP PGS debe tener una escritura de la etiqueta agregada. La longitud de la escritura de la etiqueta debe hacer juego “longitud máxima la configuración del DNIS” en el CVP.

El script de la red VRU se debe asociar a la red VRU.

Configuración de gateway VXML

Las aplicaciones del Tool Command Language (TCL) deben ser configuradas. Las aplicaciones apropiadas se deben asociar al dial-peers. El “encabezado-paso” debe ser configurado. Cvphost se debe configurar en la aplicación de la carga inicial.

Resolución de problemas

Puesto que este documento explica cómo resolver problemas “envía al VRU” y/o “ejecute el

problema del script extensión”, asuma que la llamada del PSTN está ya en el ICM, y el ICM golpea “envía el nodo al VRU”. El método a seguir es mirar en cada paso del flujo de llamada que puede salir mal y estudiar el resultado y de cómo debe mirar. Estos detalles se utilizan en el laboratorio.

IP Addressing:

CVP - 10.66.68.169
VXML Gateway - 10.66.75.241
CUPS Proxy - 10.66.68.164
CUCM - 10.66.68.163

Label:

Dialed Number - 2002 and 2003
VRU label for CVP - 1234567890
VRU label for CUCM - 9876543210
SIG Digits - 606

Debug:

ICM - Route Request, Script Selects, Network VRU Tracing, Call

Queuing

CVP - Debug41

IOS - debug voip ccapi inout, debug ccsip message, debug voip
application vxml, debug voip application tcl commands, debug http msg

Problema 1: El ICM no puede encontrar la escritura de la etiqueta VRU

Ningún cliente definido en el Número marcado

```
12:41:02:591 ra-rtr Trace: (763757 x 0 : 0 0) NewCall: CID=(150429,204),  
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=012:41:02:591  
ra-rtr Trace: (763757 x 0 : 0 0) Dialog RunScript node - connecting  
to VRU now.12:41:02:591 ra-rtr Trace: (763757 x 0 : 0 0) Customer not found for dialed  
number (2003) - using default.  
12:41:02:591 ra-rtr No network VRU is configured for dialed number  
CVPRC.2003(ID:5003)  
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) No network VRU is configured for  
dialed number CVPRC.2003(ID:5003)  
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Dialog RunScript node - connect to  
vru failed. - marking it as unavailable  
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) RouteComplete:  
12:41:02:592 ra-rtr Trace: Route: CID=(150429,204), Labels=0  
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Dialog sending release call  
message to Routing Client ID(5001).  
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Deleting Dialog.  
12:41:02:599 ra-rtr Trace: For message (9) from routing client CVPRC (ID 5001)  
could not find dialog id (763757).
```

10356206: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr: 4046731059-0268435770-1607086881
-0172115113, Generated a new CVP-ID hdr : F13437331000013A5FCA33210A4244A9
10356207: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID =
ldoycbefrqsphso - [INBOUND]: Call is missing an RPID header.
No survivability in use.10356208: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800:
%CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID =
ldoycbefrqsphso - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356209: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F13437331000013A5FCA33210A4244A9
legid=ldoycbefrqsphso dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
12:41:02 PST 2012 video=false cachecallcontext = false is_postcallsurvey = false
RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
10356210: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL (JMSTimestamp)=
Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666462003 >>BODY: replyto=true
callguid=F13437331000013A5FCA33210A4244A9 ani=1231234 dnis=2003 timezone=
America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=10.66.68.157 calldate=
Sun Nov 11 12:41:02 PST 2012 calltypeid=4 localOffset=-480 calllegid=
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=true cursor=-1
10678137: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-8-ICM-3810659} CALLGUID = F13437331000013A5FCA33210A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
F13437331000013A5FCA33210A4244A9,, LEGID = null, DNIS = -1, ANI = -1 10678138:
10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-8-ICM-3810659} CALLGUID = F13437331000013A5FCA33210A4244A9 -
New call 10678139: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800:
%CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-8-ICM-3810659} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=763757, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=F13437331000013A5FCA33210A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=,
CallContext:, user.media.id: F13437331000013A5FCA33210A4244A9,
user.cvp_server_info: 10.66.68.169,,
10678140: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-426-ICM-3810660} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Processing ,,
[ICM_RELEASE], dialogueId=763757, sendSeqNo=1, cause=NORMAL_CALL_
CLEARING,, LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234
10678141: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-426-ICM-3810660} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Publishing ,,
[MsgBus:DISCONNECT], ssId=SYS_SIP1, cause=NORMAL_CALL_CLEARING,,

LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234
10356211: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} MessagingWorker:run: CALLGUID =
F13437331000013A5FCA33210A4244A9 LEGID = ldoycbefrqsphso - [INBOUND]
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352666462018
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F13437331000013A5FCA33210A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=false cursor=-1
10356212: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352666462018 >>BODY: callguid=F13437331000013A5FCA33210A4244A9
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles version=CVP_9_0
calldate=Sun Nov 11 12:41:02 PST 2012 localOffset=-480 eventid=6 calllegid=
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=true cursor=-1
10356213: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9
LEGID = ldoycbefrqsphso - [INBOUND] DURATION (msecs) = 15 - HANGUP with
Call History
10356214: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9
LEGID = ldoycbefrqsphso - [INBOUND]: No Dialog Responding: No final response
on this leg.
10678142: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Processing , ,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003,
ANI = 1231234
10678143: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Publishing , ,
[ICM_EVENT_REPORT], dialogueId=763757, sendSeqNo=2, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003,
ANI = 1231234
10678144: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Deleted dialogue.
Duration: 0 hrs, 0 mins, 0 secs, 15 msecs
10678145: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID = F13437331000013A5FCA33210A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 15 msecs
10678146: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F13437331000013A5FCA33210A4244A9 -
Call will not be cached for post call survey
10678147: 10.66.68.169: Nov 11 2012 12:41:14.982 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=ICM Garbage Collector} CALLGUID = F13437331000013A5FCA33210A4244A9,
DLGID = 763757 [SIP_LEG] - Purged dialogue.

Análisis

Choses ICM la red VRU basada en la instancia del cliente del Número marcado. Si el Número marcado no tiene ninguna instancia del cliente, el ICM no puede encontrar ninguna escritura de la etiqueta de la red VRU para la llamada. El ICM envía la "VERSIÓN" al CVP.

No "red VRU" definida en el cliente

```
12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) NewCall: CID=(150429,205),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) Customer (1) has no valid network
vru defined - using default.
12:44:46:127 ra-rtr No network VRU is configured for dialed number
CVPRC.2003(ID:5003)
12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) No network VRU is configured for
dialed number CVPRC.2003(ID:5003)
12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) Dialog RunScript node - connect to
vru failed. - marking it as unavailable
12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) RouteComplete:
12:44:46:128 ra-rtr Trace: Route: CID=(150429,205), Labels=0
12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) Deleting Dialog.
12:44:46:135 ra-rtr Trace: For message (9) from routing client CVPRC (ID 5001)
could not find dialog id (763758).
```

```
10356215: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4046954575-0268435770-
0758945381-0172115113, Generated a new CVP-ID hdr :
F137A04F1000013A2D3C96650A4244A9 10356216: 10.66.68.169: Nov 11 2012
12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:{Thrd=DATAI.11}
CALLGUID = F137A04F1000013A2D3C96650A4244A9 LEGID = igxjkbngsdkkmey -
[INBOUND]: Call is missing an RPID header. No survivability in use.
10356217: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F137A04F1000013A2D3C96650A4244A9
LEGID = igxjkbngsdkkmey - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356218: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F137A04F1000013A2D3C96650A4244A9
legid=igxjkbngsdkkmey dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
12:44:45 PST 2012 video=false cachecallcontext = false is_postcallsurvey =
false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
10356219: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666685519 >>BODY:
replyto=true callguid=F137A04F1000013A2D3C96650A4244A9 ani=1231234 dnis=2003
timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=10.66.68.157
calldate=Sun Nov 11 12:44:45 PST 2012 calltypeid=4 localOffset=-480 calllegid=
igxjkbngsdkkmey >>STATE: isTabular=false isWriteable=true cursor=-1
10678148: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =
```


F137A04F1000013A2D3C96650A4244A9, DLGID = -1 [null] - Processing , ,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rkey=, rcdy=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F137A04F1000013A2D3C96650A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
10678149: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =
F137A04F1000013A2D3C96650A4244A9 - New call
10678150: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Publishing , ,
[ICM_NEW_CALL], dialogueId=763758, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=F137A04F1000013A2D3C96650A4244A9, rkey=, rcdy=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: F137A04F1000013A2D3C96650A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = igxjkbngsdckmey, DNIS = 2003,
ANI = 1231234
10678151: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-388-ICM-3810663} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Processing , ,
[ICM_RELEASE], dialogueId=763758, sendSeqNo=1,
cause=NORMAL_CALL_CLEARING,, LEGID = igxjkbngsdckmey, DNIS = 2003,
ANI = 1231234
10678152: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-388-ICM-3810663} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Publishing , ,
[MsgBus:DISCONNECT], ssId=SYS_SIP1, cause=NORMAL_CALL_CLEARING,,
LEGID = igxjkbngsdckmey, DNIS = 2003, ANI = 1231234
10356220: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} MessagingWorker:run: CALLGUID =
F137A04F1000013A2D3C96650A4244A9 LEGID = igxjkbngsdckmey -
[INBOUND] ICM Disconnecting the call with : >>HEADERS:
(JMSType)=MsgBus:DISCONNECT (JMSTDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1)
(JMSTimestamp)=1352666685535
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F137A04F1000013A2D3C96650A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
igxjkbngsdckmey
>>STATE: isTabular=false isWriteable=false cursor=-1
10356221: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352666685535 >>BODY: callguid=F137A04F1000013A2D3C96650A4244A9
RouterCallKeySent=false causecode=1 timezone=America/
Los_Angeles version=CVP_9_0 calldate=Sun Nov 11 12:44:45 PST 2012
localOffset=-480 eventid=6 calllegid=igxjkbngsdckmey >>STATE:
isTabular=false isWriteable=true cursor=-1
10356222: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} CALLGUID = F137A04F1000013A2D3C96650A4244A9

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LEGID = igxjkbngsdckmey - [INBOUND] DURATION (msecs) = 16 - HANGUP
with Call History
10356223: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} CALLGUID = F137A04F1000013A2D3C96650A4244A9
LEGID = igxjkbngsdckmey - [INBOUND]: No Dialog Responding: No final response
on this leg.
10678153: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = igxjkbngsdckmey, DNIS = 2003,
ANI = 1231234
10678154: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=763758,
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = igxjkbngsdckmey, DNIS = 2003, ANI = 1231234
10678155: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Deleted dialogue.
Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
10678156: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
10678157: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F137A04F1000013A2D3C96650A4244A9 -
Call will not be cached for post call survey
10678158: 10.66.68.169: Nov 11 2012 12:44:58.062 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=ICM Garbage Collector} CALLGUID = F137A04F1000013A2D3C96650A4244A9,
DLGID = 763758 [SIP_LEG] - Purged dialogue.
```

Análisis

Una vez que el ICM encuentra un caso del cliente válido del Número marcado, busca la red VRU en ese caso ICM. Si no se define ninguna red VRU, el ICM no puede encontrar la escritura de la etiqueta de la red VRU. El ICM envía la “VERSIÓN” al CVP.

Ninguna escritura de la etiqueta VRU para el Routing Client

```
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) NewCall: CID=(150429,206),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Correlation id for dialog
is (8902).
12:47:24:213 ra-rtr No label configured on network VRU Type10(ID:5000)
for routing client CVPRC(ID:5001).
12:47:24:213 ra-rtr Trace: (763759 x 8902 : 0 0) No label configured on
```

network VRU Type10(ID:5000) for routing client CVPRC(ID:5001).
12:47:24:213 ra-rtr Trace: (763759 x 8902 : 0 0) Dialog RunScript node -
connect to vru failed. - marking it as unavailable
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) RouteComplete:
12:47:24:213 ra-rtr Trace: Route: CID=(150429,206),
Labels=012:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
12:47:24:214 ra-rtr Trace: (763759 x 0 : 0 0) Deleting Dialog.
12:47:24:221 ra-rtr Trace: For message (9) from routing client CVPRC (ID 5001)
could not find dialog id (763759).

10356224: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4047112666-0268435770-
1119757218-0172115113, Generated a new CVP-ID hdr :
F13A09DA1000013A42BE23A20A4244A9

10356225: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F13A09DA1000013A42BE23A20A4244A9 LEGID =
oqexcflszqejdij - [INBOUND]: Call is missing an RPID header.

No survivability in use.

10356226: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F13A09DA1000013A42BE23A20A4244A9 LEGID =
oqexcflszqejdij - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false

10356227: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F13A09DA1000013A42BE23A20A4244A9
legid=oqexcflszqejdij dn=2003 ani=1231234 uui=null calldate=
Sun Nov 11 12:47:23 PST 2012 video=false cachecallcontext = false is_
postcallsurvey = false
RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber
= null

10356228: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSTimestamp)=1352666843610 >>BODY:
replyto=true callguid=F13A09DA1000013A42BE23A20A4244A9 ani=1231234 dnis=2003
timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=10.66.68.157
calldate=Sun Nov 11 12:47:23 PST 2012 calltypeid=4 localOffset=-480
calllegid=oqexcflszqejdij >>STATE: isTabular=false isWriteable=true cursor=-1

10678159: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F13A09DA1000013A42BE23A20A4244A9,,
LEGID = null, DNIS = -1, ANI = -1

10678160: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 - New call

10678161: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=763759, sendSeqNo=1, trunkGroupId=100,

trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=F13A09DA1000013A42BE23A20A4244A9, rckey=, rcdays=,
rcseq=, location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext: ,
user.media.id: F13A09DA1000013A42BE23A20A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678162: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-412-ICM-3810666} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Processing ,,
[ICM_RELEASE], dialogueId=763759, sendSeqNo=1,
cause=NORMAL_CALL_CLEARING,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678163: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-412-ICM-3810666} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Publishing ,,
[MsgBus:DISCONNECT], ssId=SYS_SIP1, cause=NORMAL_CALL_CLEARING,,
LEGID = oqexcflszqejdij, DNIS = 2003, ANI = 1231234
10356229: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} MessagingWorker:run: CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 LEGID = oqexcflszqejdij - [INBOUND] ICM
Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352666843610
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F13A09DA1000013A42BE23A20A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=oqexcflszqejdij >>STATE: isTabular=false isWriteable=false
cursor=-1
10356230: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352666843610 >>BODY: callguid=F13A09DA1000013A42BE23A20A4244A9
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Sun Nov 11 12:47:23 PST 2012 localOffset=-480
eventid=6 calllegid=oqexcflszqejdij >>STATE: isTabular=false
isWriteable=true cursor=-1
10356231: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 LEGID = oqexcflszqejdij - [INBOUND]
DURATION (msecs) = 0 - HANGUP with Call History
10356232: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} CALLGUID = F13A09DA1000013A42BE23A20A4244A9
LEGID = oqexcflszqejdij - [INBOUND]: No Dialog Responding: No final response
on this leg.
10678164: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678165: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Publishing ,,

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[ICM_EVENT_REPORT], dialogueId=763759, sendSeqNo=2, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678166: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Deleted
dialogue. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs
10678167: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
10678168: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F13A09DA1000013A42BE23A20A4244A9 -
Call will not be cached for post call survey
10678169: 10.66.68.169: Nov 11 2012 12:47:40.442 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=ICM Garbage Collector} CALLGUID = F13A09DA1000013A42BE23A20A4244A9,
DLGID = 763759 [SIP_LEG] - Purged dialogue.
```

Análisis

Incluso si el ICM encuentra una red VRU, el tipo debe ser 10 y debe haber una escritura de la etiqueta configurada para el Routing Client de quien la llamada llegó. El ICM envía la “VERSIÓN” al CVP.

El PG no tiene ninguna “red VRU” configurada

```
11:10:15:548 ra-rtr Trace: (16 x 0 : 0 0) NewCall: CID=(150430,211), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
11:10:15:548 ra-rtr No NetworkVRU configured for peripheral for VRU capable
call on dialed number 2003 from PG routing client CVPRC (ID 5001).
11:10:15:549 ra-rtr Trace: (16 x 0 : 0 0) No NetworkVRU configured for
peripheral for VRU capable call on dialed number 2003 from PG routing client
CVPRC (ID 5001).
11:10:15:549 ra-rtr Trace: (16 x 0 : 0 0) Dialog sending dialog fail
reason (11)
11:10:15:549 ra-rtr Trace: Router sending dialog fail reason (11) for
dialog (16).
11:10:15:549 ra-rtr Trace: (16 x 0 : 0 0) Deleting Dialog.

532: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Generated a new CISCO-GUID hdr : 4127686264-0268435770-
1736168361-0172115113, Generated a new CVP-ID hdr :
F6077E781000013A677BD3A90A4244A9
533: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} CALLGUID = F6077E781000013A677BD3A90A4244A9 LEGID =
nxkrgvgqvmyrtrt - [INBOUND]: Call is missing an RPID header.
No survivability in use.
534: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.6} CALLGUID = F6077E781000013A677BD3A90A4244A9 LEGID =
nxkrgvgqvmyrtrt - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169
FromURI sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
```

535: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} NEW CALL with guid=F6077E781000013A677BD3A90A4244A9
legid=nxkrvgvqvmyrttp dn=2003 ani=1231234 uui=null calldate=
Mon Nov 12 11:10:17 PST 2012 video=false cachecallcontext = false is_
postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null

536: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSTDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352747417208
>>BODY: replyto=true callguid=F6077E781000013A677BD3A90A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgprsrcip=10.66.68.157 calldate=Mon Nov 12 11:10:17 PST 2012
calltypeid=4 localOffset=-480 calllegid=nxkrvgvqvmyrttp
>>STATE: isTabular=false isWriteable=true cursor=-1

421: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext: ,
user.media.id: F6077E781000013A677BD3A90A4244A9,, LEGID = null, DNIS = -1,
ANI = -1

422: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9
- New call

423: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=16,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F6077E781000013A677BD3A90A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id: F6077E781000013A677BD3A90A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = nxkrvgvqvmyrttp, DNIS = 2003,
ANI = 1231234

424: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-113-ICM-113} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Processing ,, [ICM_DIALOGUE_FAILURE_EVENT],
dialogueId=16, sendSeqNo=1, errorCode = E_UNSPECIFIED_FAILURE,,
LEGID = nxkrvgvqvmyrttp, DNIS = 2003, ANI = 1231234

425: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-113-ICM-113} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [MsgBus:IALOGUE_FAILURE], ssId=SYS_SIP1,
errorCode=E_UNSPECIFIED_FAILURE,, LEGID = nxkrvgvqvmyrttp, DNIS = 2003,
ANI = 1231234

537: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrttp - [INBOUND] - DIALOGUE_FAILURE from ICM Router
sends 404 rejection to call. errorcode=15 [id:5004]

538: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)

```
(JMSTimestamp)=1352747417208 >>BODY: callguid=F6077E781000013A677BD3A90A4244A9
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles version=CVP_9_0
calldate=Mon Nov 12 11:10:17 PST 2012 localOffset=-480 eventid=6
calllegid=nxkrvgvqvmyrttp >>STATE: isTabular=false isWriteable=true cursor=-1
539: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrttp - [INBOUND] DURATION (msecs) = 0 - HANGUP with Call
History
540: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrttp - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 0 and
Call History : [id:5004]
541: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} Using Outbound Proxy for
sip:92929292@10.66.68.164:5060
542: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrttp - [INBOUND] REDIRECTING with 302 response.
426: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID = nxkrvgvqvmyrttp,
DNIS = 2003, ANI = 1231234
427: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=16,
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = nxkrvgvqvmyrttp, DNIS = 2003, ANI = 1231234
428: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
429: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9 -
Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs
430: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F6077E781000013A677BD3A90A4244A9 - Call will not be cached for post
call survey
```

Análisis

Antes de que una llamada se envíe a la red VRU, el ICM tiene que saber si el Routing Client tiene alguna capacidad de la red VRU o no. Para esto, el Routing Client PG debe hacer una red VRU configurar que deba ser el tipo 10 (o el tipo 5 para la más vieja configuración de estilo). El ICM envía la “falla de diálogo” al CVP.

Problema 2: El CVP no tiene ninguna ruta para la escritura de la etiqueta VRU

```
13:02:50:156 ra-rtr Trace: (763764 x 0 : 0 0) NewCall: CID=(150429,210),
```

DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
CALLGUID = F6077E781000013A677BD3A90A4244A9 - Call will not be cached for post
call survey
13:02:50:156 ra-rtr Trace: (763764 x 0 : 0 0) Correlation id for dialog is
(8906).
13:02:50:156 ra-rtr Trace: (763764 x 8906 : 0 0) TransferToVRU: Label=1234567890,
CorID=8906, VRUID=5000, RCID=5001
13:02:50:156 ra-rtr Trace: (763764 x 8906 : 0 0) TransferConnect sent. Dialog
pending.
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) ReRoute: Reason=1 CallState=1.
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog handling a reroute
request
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog resuming (ReRoute
requested.) status (1)
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) RouteComplete:
13:02:50:162 ra-rtr Trace: Route: CID=(150429,210), Labels=0
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Deleting Dialog.

10356431: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr :
4048038573-0268435770-2049164156-0172115113, Generated a new CVP-ID hdr :
F1482AAD1000013A7A23C37C0A4244A9
10356432: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =
vzhaijmlktklgum - [INBOUND]: Call is missing an RPID header.
No survivability in use.
10356433: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =
vzhaijmlktklgum - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356434: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F1482AAD1000013A7A23C37C0A4244A9
legid=vzhaijmlktklgum dn=2003 ani=1231234 uui=null calldate=
Sun Nov 11 13:02:49 PST 2012 video=false cachecallcontext = false is_
postcallsurvey = false RouterCallKey = null RouterCallKeyDay =
null RouterCallKeySequenceNumber = null
10356435: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352667769517
>>BODY: replyto=true callguid=F1482AAD1000013A7A23C37C0A4244A9 ani=1231234
dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstnrkrgrpsrcip=10.66.68.157 calldate=Sun Nov 11 13:02:49 PST 2012
calltypeid=4 localOffset=-480 calllegid=vzhaijmlktklgum


```
>>STATE: isTabular=false isWriteable=true cursor=-1
10678260: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F1482AAD1000013A7A23C37C0A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
10678261: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 - New call
10678262: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=763764, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=F1482AAD1000013A7A23C37C0A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: F1482AAD1000013A7A23C37C0A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = vzhaijmlktklgum, DNIS = 2003,
ANI = 1231234
10678263: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-142-ICM-3810694} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] -
Processing ,, [ICM_TEMPORARY_CONNECT], dialogueId=763764,
sendSeqNo=1, label=1234567890, correlationId=8906,
callguid=F1482AAD1000013A7A23C37C0A4244A9, rckey=210, rcday=150429,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = vzhaijmlktklgum, DNIS = 2003, ANI = 1231234
10678264: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-142-ICM-3810694} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8906, command=null,
rckey=210, rcday=150429, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = vzhaijmlktklgum,
DNIS = 2003, ANI = 1231234
10356436: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
```

```
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlkklgum - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352667769517
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9 RouterCallKey=210
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=8906 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150429
labeltype=-1 label=12345678908906 localOffset=-480 calllegid=vzhaijmlkklgum
>>STATE: isTabular=false isWriteable=false cursor=-1
10356437: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for
making calls to [12345678908906]. Please add this route. [id:5010]
10356438: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlkklgum - [INBOUND]: Destination URL is null, cannot make
the transfer. [id:5004]
10356439: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352667769517 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9
RouterCallKey=210 RouterCallKeySent=false causecode=0 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:49 PST 2012
label=12345678908906 localOffset=-480 eventid=1 calllegid=vzhaijmlkklgum
>>STATE: isTabular=false isWriteable=true cursor=-1
10356440: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlkklgum - [INBOUND]: Waiting 2000 millisecs before terminating.
10678265: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-404-ICM-3810695} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=CONNECT_FAILURE,
causeCode=NONE,, LEGID = vzhaijmlkklgum, DNIS = 2003, ANI = 1231234
10678266: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-404-ICM-3810695} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=763764, sendSeqNo=2,
eventId=CONNECT_FAILURE, causeCode=NONE,, LEGID = vzhaijmlkklgum,
```

DNIS = 2003, ANI = 1231234
10678267: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-155-ICM-3810696} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Processing ,,
[ICM_RELEASE], dialogueId=763764, sendSeqNo=2,
cause=NORMAL_CALL_CLEARING,, LEGID = vzhaijmlktklgum, DNIS = 2003,
ANI = 1231234
10678268: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-155-ICM-3810696} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[MsgBus:DISCONNECT], ssId=SYS_SIP1, cause=NORMAL_CALL_CLEARING,,
LEGID = vzhaijmlktklgum, DNIS = 2003, ANI = 1231234
10356441: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-9-SIP-2705891} MessagingWorker:run:
CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSTimestamp)=1352667769517 (JMSTimestamp)=1352667769517
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F1482AAD1000013A7A23C37C0A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=vzhaijmlktklgum >>STATE: isTabular=false isWriteable=false
cursor=-1
10356442: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-9-SIP-2705891} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352667769517 (JMSTimestamp)=1352667769517 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9
RouterCallKey=210 RouterCallKeySent=true causecode=1
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:49 PST 2012
label=12345678908906 localOffset=-480 eventid=6 calllegid=vzhaijmlktklgum
>>STATE: isTabular=false isWriteable=true cursor=-1
10678269: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = vzhaijmlktklgum, DNIS = 2003,
ANI = 1231234
10678270: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=763764, sendSeqNo=3, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = vzhaijmlktklgum, DNIS = 2003,
ANI = 1231234
10678271: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =

F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Deleted
dialogue. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs
10678272: 10.66.68.169: Nov 11 2012 13:02:49.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,
0 secs, 15 msecs
10678273: 10.66.68.169: Nov 11 2012 13:02:49.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 -
Call will not be cached for post call survey
10356443: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlktklgum - [INBOUND] DURATION (msecs) = 2012 - HANGUP with
Call History12345678908906|-1;
10356444: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlktklgum - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2012 and
Call History : 12345678908906|-1; [id:5004]
10356445: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for
making calls to [92929292]. Please add this route. [id:5010]
10356446: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-3-
SIP_CALL_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =
vzhaijmlktklgum - [INBOUND]: Destination URL is null, cannot make the
REFER. [id:5004]
10356447: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352667771529 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9
RouterCallKey=210 RouterCallKeySent=true causecode=0 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:51 PST 2012
label=12345678908906 localOffset=-480 eventid=1 calllegid=vzhaijmlktklgum
>>STATE: isTabular=false isWriteable=true cursor=-1
10356448: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]
Rejecting code 404.
10356449: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]: No
Dialog Responding: No final response on this leg.
10356450: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:

```
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlkklgum - [INBOUND] :
Exception in respond: com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException:
error sending response
10678274: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800:
%CVP_9_0_ICM-4-LOGMSG_ICM_SS_EXCEPTION: com.cisco.cvp.icm.msgbus.io.
MsgBusMessageManager$4::processCallStateEvent: CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, Call associated with message not found: ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=CONNECT_FAILURE,
causeCode=NONE, [id:2009]
```

Análisis

Si todas las configuraciones en el ICM están correctas, el ICM envía una escritura de la etiqueta y una correlación ID VRU al CVP. Ahora el CVP tiene que tener una ruta para enviar la llamada al gateway VXML. O el CVP tiene que tener una Static ruta, o el CVP puede utilizar el proxy para rutear la llamada. Pero en ambos casos, el CVP debe poder rutear la llamada al gateway VXML.

Problema 3: El gateway VXML no puede invocar el script VRU TCL

Dial-peer correcto que no corresponde con

```
13:54:37:727 ra-rtr Trace: (763765 x 0 : 0 0) NewCall: CID=(150429,211),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
13:54:37:727 ra-rtr Trace: (763765 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
13:54:37:727 ra-rtr Trace: (763765 x 0 : 0 0) Correlation id for
dialog is (8907).
13:54:37:727 ra-rtr Trace: (763765 x 8907 : 0 0) TransferToVRU:
Label=1234567890, CorID=8907, VRUID=5000, RCID=5001
13:54:37:727 ra-rtr Trace: (763765 x 8907 : 0 0) TransferConnect sent.
Dialog pending.
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) ReRoute: Reason=1
CallState=1.
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Dialog handling a
reroute request
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Dialog resuming
(ReRoute requested.) status (1)
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) RouteComplete:
13:54:37:962 ra-rtr Trace: Route: CID=(150429,211), Labels=0
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Deleting Dialog.

10356476: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4051145999-0268435770-
0248415528-0172115113, Generated a new CVP-ID
hdr : F177950F1000013A0ECE85280A4244A9
10356477: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9
```

LEGID = tmywxhkiressfmot - [INBOUND]: Call is missing an RPID header.
No survivability in use.
10356478: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND]: ReqURI (DN)
sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.157
Video:false m_needs_postcallsurvey:false
10356479: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F177950F1000013A0ECE85280A4244A9
legid=tmywxhkiressfmot dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
13:54:36 PST 2012 video=false cachecallcontext = false is_postcallsurvey =
false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
10356480: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352670876943
>>BODY: replyto=true callguid=F177950F1000013A0ECE85280A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Sun Nov 11 13:54:36 PST 2012
calltypeid=4 localOffset=-480 calllegid=tmywxhkiressfmot
>>STATE: isTabular=false isWriteable=true cursor=-1
10678286: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
F177950F1000013A0ECE85280A4244A9,, LEGID = null, DNIS = -1, ANI = -1
10678287: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9
- New call
10678288: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=763765,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F177950F1000013A0ECE85280A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
F177950F1000013A0ECE85280A4244A9, user.cvp_server_info:
10.66.68.169,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10678289: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-247-ICM-3810701} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT],
dialogueId=763765, sendSeqNo=1, label=1234567890, correlationId=8907,
callguid=F177950F1000013A0ECE85280A4244A9, rckey=211, rcday=150429, rcseq=0,
CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10678290: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-247-ICM-3810701} CALLGUID = F177950F1000013A0ECE85280A4244A9,

DLGID = 763765 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8907, command=null, rckey=211,
rcday=150429, rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10356481: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS_SIP1)
(JMSTimestamp)=1352670876943 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F177950F1000013A0ECE85280A4244A9 RouterCallKey=211
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8907
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
RouterCallKeyDay=150429 labeltype=-1 label=12345678908907 localOffset=-480
calllegid=tmywxhkiressfmot >>STATE: isTabular=false isWriteable=false cursor=-1
10356482: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Static route matched 12345678908907 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
10356483: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Using Local Static
Route for sip:12345678908907@10.66.75.241
10356484: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Found an incoming CISCO-GUID
hdr : 4051145999-0268435770-0248415528-0172115113, Found an existing CVP-ID
hdr: F177950F1000013A0ECE85280A4244A9
10356485: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
INVITE TO <sip:12345678908907@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
10356486: 10.66.68.169: Nov 11 2012 13:54:36.959 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
Invitation proceeding 100
10356487: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND] -
DsSipInvitation - <sip:12345678908907@10.66.75.241;transport=tcp>;
tag=F2E952A4-961 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1

10356488: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND]: Updated by :
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID =
F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
with event type INV_REJECTED
10356489: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:

```
{Thrd=DIALOG_CALLBACK.3} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9
RouterCallKeySent=false causecode=0 timezone=America/Los_Angeles version=CVP_9_0
calldate=Sun Nov 11 13:54:37 PST 2012 localOffset=-480 eventid=1
calllegid=F177950F1000013A0ECE85280A4244A9-135267087694378764
>>STATE: isTabular=false isWriteable=true cursor=-1
10356490: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]
DURATION (msecs) = 234 - HANGUP with Call History
10356491: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
No Dialog Cancelling: No final response on this leg.
10356492: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 -
[OUTBOUND]: hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException:
Invalid input: IN_HANGUP - invitation terminated <
10356493: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706039} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND]: Updated by : CALLGUID =
F177950F1000013A0ECE85280A4244A9 LEGID = F177950F1000013A0ECE85280A4244A9-
135267087694378764 - [OUTBOUND]: with event type TERMINATED
10356494: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND]: Waiting 2000 millisecs before terminating.
10678291: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-238-ICM-3810702} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=CONNECT_FAILURE, causeCode=NONE,, LEGID = null, DNIS = 2003,
ANI = 1231234
10678292: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-238-ICM-3810702} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=763765,
sendSeqNo=2, eventId=CONNECT_FAILURE, causeCode=NONE,,
LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10678293: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-223-ICM-3810703} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=763765,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = tmywxhkiressfmot, DNIS = 2003,
ANI = 1231234
10678294: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-223-ICM-3810703} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10356495: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-273-SIP-2706041} MessagingWorker:run: CALLGUID =
F177950F1000013A0ECE85280A4244A9 LEGID = tmywxhkiressfmot - [INBOUND]
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSTimestamp)=1352670877177 (JMSTimestamp)=1352670877177
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
```


callguid=F177950F1000013A0ECE85280A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=tmywxhkiressfmot >>STATE: isTabular=false isWriteable=false
cursor=-1
10356496: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-273-SIP-2706041} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9
RouterCallKey=211 RouterCallKeySent=false causecode=1 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:54:37 PST 2012
label=12345678908907 localOffset=-480 eventid=6 calllegid=tmywxhkiressfmot
>>STATE: isTabular=false isWriteable=true cursor=-1
10678295: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID =
F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP_LEG] - Processing , ,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10678296: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID =
F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP_LEG] - Publishing , ,
[ICM_EVENT_REPORT], dialogueId=763765, sendSeqNo=3, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10678297: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
250 msec
10678298: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID = F177950F1000013A0ECE85280A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 250 msec
10678299: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F177950F1000013A0ECE85280A4244A9 - Call will not be cached for post
call survey
10356497: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND] DURATION (msecs) = 2246 - HANGUP with Call
History12345678908907|-1;
10356498: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP:cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2246 and
Call History : 12345678908907|-1; [id:5004]
10356499: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for
making calls to [92929292]. Please add this route. [id:5010]10356500:
10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-3-SIP_CALL_ERROR:
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID = tmywxhkiressfmot - [INBOUND]:
Destination URL is null, cannot make the REFER. [id:5004]
10356501: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)

(JMSTimestamp)=1352670879189 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9
RouterCallKey=211 RouterCallKeySent=true causecode=0 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150429
calldate=Sun Nov 11 13:54:39 PST 2012 label=12345678908907 localOffset=-480
eventid=1 calllegid=tmywxhkiresfmot >>STATE: isTabular=false isWriteable=true
cursor=-1

10356502: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND] Rejecting code 404.

10356503: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: No Dialog Responding: No final response on
this leg.

10356504: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND] : Exception in respond:
com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: error sending response
Nov 12 05:17:36.466: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:

INVITE sip:12345678908907@10.66.75.241;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hg4bK+yQ5v8ztHdoMCGcD6HKw2g~-1517323
Max-Forwards: 69
To: <sip:12345678908907@10.66.75.241;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=dse83387c1
Call-ID: F177950F1000013A0ECE85280A4244A9-135267087694378764@10.66.68.169
CSeq: 1 INVITE
Content-Length: 205
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4051145999-0268435770-0248415528-0172115113
Cisco-Gucid: F177950F1000013A0ECE85280A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=twinkle 506857274 262274389 IN IP4 10.66.68.157
s=-
c=IN IP4 10.66.68.157
t=0 0
m=audio 8000 RTP/AVP 0 101
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

Nov 12 05:17:36.470: //7470647/xxxxxxxxxxxx/CCAPI/cc_api_caps_ind:
Call Entry Is Not Found

Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/cc_api_display_ie_subfields:
cc_api_call_setup_ind_common:

```
cisco-username=1231234
----- ccCallInfo IE subfields -----
cisco-ani=sip:1231234@10.66.68.169:5060
cisco-anitype=0
cisco-aniplan=0
cisco-anipi=0
cisco-anisi=0
dest=sip:12345678908907@10.66.75.241;transport=tcp
cisco-desttype=0
cisco-destplan=0
cisco-rdie=FFFFFFFF
cisco-rdn=
cisco-rdntype=0
cisco-rdnplan=0
cisco-rdnpi=-1
cisco-rdnsi=-1
cisco-redirectreason=-1 fwd_final_type =0
final_redirectNumber =
hunt_group_timeout =0
```

```
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/cc_api_call_setup_ind_common:
  Interface=0x70C7C3F0, Call Info(
    Calling Number=sip:1231234@10.66.68.169:5060,(Calling Name=)(TON=Unknown,
NPI=Unknown, Screening=Not Screened, Presentation=Allowed),
    Called Number=sip:12345678908907@10.66.75.241;transport=tcp(TON=Unknown,
NPI=Unknown),
    Calling Translated=FALSE, Subscriber Type Str=Unknown,
FinalDestinationFlag=TRUE,
    Incoming Dial-peer=92001, Progress Indication=NULL(0),
Calling IE Present=TRUE,
    Source Trkgrp Route Label=, Target Trkgrp Route Label=,
CLID Transparent=FALSE), Call Id=7470647
```

```
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/ccCheckClipClir:
  In: Calling Number=sip:1231234@10.66.68.169:5060(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)
```

```
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/ccCheckClipClir:
  Out: Calling Number=sip:1231234@10.66.68.169:5060(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)
```

```
Nov 12 05:17:36.470: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:
```

```
Nov 12 05:17:36.470: :cc_get_feature_vsa malloc success
```

```
Nov 12 05:17:36.470: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:
```

```
Nov 12 05:17:36.470: cc_get_feature_vsa count is 1
```

```
Nov 12 05:17:36.470: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:
```

```
Nov 12 05:17:36.470: :FEATURE_VSA attributes are: feature_name:0,
feature_time:2014708808,feature_id:1851830
```

```
Nov 12 05:17:36.470: //7470647/F177950F0ECE/CCAPI/cc_api_call_setup_
ind_common:
```

```
  Set Up Event Sent;
```

```
  Call Info(Calling Number=(TON=Unknown, NPI=Unknown, Screening=
Not Screened, Presentation=Allowed),
```

```

Called Number=(TON=Unknown, NPI=Unknown))
Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/cc_process_call_setup_ind:
Event=0x6A84C990
Nov 12 05:17:36.474: //-1/xxxxxxxxxxxx/CCAPI/cc_setupind_match_search:
Try with the demoted called number 12345678908907
Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/ccCallSetContext:
Context=0x74DFFC40
Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/cc_process_call_setup_ind:
>>>>CCAPI handed cid 7470647 with tag 92001 to app
"_ManagedAppProcess_Default"

```

Análisis

Si el CVP es ruta capaz la llamada al gateway VXML, la llamada debe hacer juego el dial-peer VRU como el dial-peer entrante. Si se corresponde con cualquier otro dial-peer, después no tendrá la aplicación requerida para el tratamiento apropiado. En este caso, hace juego el dial-peer entrante 92001 y las manijas del CCAPI a la aplicación “valor por defecto”. Esto sucede cuando el CCAPI en el gateway no encuentra ninguna aplicación en un dial-peer. No corresponder con al dial-peer entrante puede suceder por las razones múltiples:

- Ningún dial-peer configurado para la pierna VRU.
- El modelo de la concordancia de entrada no hace juego el DNIS para la llamada VRU. Comprobación para el mensaje del SORBO del número con el “llamar-número entrante” en el dial-peer VRU.
- Determine si el CVP prepends SigDigits que no se pudo configurar en el gateway dial peer VXML.

Ninguna aplicación/servicio configurado en el dial-peer

```

14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) NewCall: CID=(150429,212),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) Correlation id for dialog
is (8908).
14:06:32:083 ra-rtr Trace: (763766 x 8908 : 0 0) TransferToVRU:
Label=1234567890, CorID=8908, VRUID=5000, RCID=5001
14:06:32:083 ra-rtr Trace: (763766 x 8908 : 0 0) TransferConnect sent.
Dialog pending.
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) ReRoute: Reason=1
CallState=1.
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog handling a
reroute request
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog resuming
(ReRoute requested.) status (1)
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) RouteComplete:
14:06:32:335 ra-rtr Trace: Route: CID=(150429,212), Labels=0
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog sending release
call message to Routing Client ID(5001).
14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Deleting Dialog.

10356505: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:

```

{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4051860323-0268435770-0451345016-0172115113, Generated a new CVP-ID hdr : F1827B631000013A1AE6FA780A4244A9

10356506: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND]: Call is missing an RPID header. No survivability in use.

10356507: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-PARAM: {Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false

10356508: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.11} NEW CALL with guid=F1827B631000013A1AE6FA780A4244A9 legid=kywgxdqfxwzckpx dn=2003 ani=1231234 uui=null calldate=Sun Nov 11 14:06:31 PST 2012 video=false cachecallcontext = false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null

10356509: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL (JMSTimestamp)=1352671591267 >>BODY: replyto=true callguid=F1827B631000013A1AE6FA780A4244A9 ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0 pstntrkgprsrcip=10.66.68.157 calldate=Sun Nov 11 14:06:31 PST 2012 calltypeid=4 localOffset=-480 calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false isWriteable=true cursor=-1

10678302: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4, CallContext:, user.media.id: F1827B631000013A1AE6FA780A4244A9,, LEGID = null, DNIS = -1, ANI = -1

10678303: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9 - New call

10678304: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=763766, sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1, dialedNumber=2003, uui=, callguid=F1827B631000013A1AE6FA780A4244A9, rckey=, rcdays=, rcseq=, location=, locationpkid=, pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:, user.media.id: F1827B631000013A1AE6FA780A4244A9, user.cvp_server_info: 10.66.68.169,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234

10678305: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-330-ICM-3810707} CALLGUID = F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT], dialogueId=763766, sendSeqNo=1, label=1234567890, correlationId=8908, callguid=F1827B631000013A1AE6FA780A4244A9, rckey=212, rcdays=150429,

```
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10678306: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-330-ICM-3810707} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8908, command=null,
rckey=212, rcday=150429, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = kywgxdqfxwzckpx,
DNIS = 2003, ANI = 1231234
10356510: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSTimestamp)=1352671591267 (ServerID)=CVP90.SYS_ICM1:ICM1:ICM1:CVP90.MsgBus001
>>BODY: callguid=F1827B631000013A1AE6FA780A4244A9 RouterCallKey=212
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=8908 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150429
labeltype=-1 label=12345678908908 localoffset=-480 calllegid=kywgxdqfxwzckpx
>>STATE: isTabular=false isWriteable=false cursor=-1
10356511: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Static route matched 12345678908908 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
10356512: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Using Local Static Route for
sip:12345678908908@10.66.75.241
10356513: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Found an incoming CISCO-GUID hdr :
4051860323-0268435770-0451345016-0172115113, Found an existing CVP-ID
hdr: F1827B631000013A1AE6FA780A4244A9
10356514: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:
INVITE TO <sip:12345678908908@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
10356515: 10.66.68.169: Nov 11 2012 14:06:31.298 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 -
[OUTBOUND]: Invitation proceeding 100
10356516: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 -
[OUTBOUND] - DsSipInvitation - <sip:12345678908908@10.66.75.241;transport=tcp>;
tag=F2F438D0-19C8 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1
```

10356517: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-
135267159128378765 - [OUTBOUND]: with event type INV_REJECTED
10356518: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:
CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352671591517 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9
RouterCallKeySent=false causecode=0 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Sun Nov 11 14:06:31 PST 2012 localOffset=-480
eventId=1 calllegid=F1827B631000013A1AE6FA780A4244A9-
135267159128378765 >>STATE: isTabular=false isWriteable=true cursor=-1
10356519: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]
DURATION (msecs) = 234 - HANGUP with Call History
10356520: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]: No
Dialog Cancelling: No final response on this leg.
10356521: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:
hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: Invalid
input: IN_HANGUP - invitation terminated
10356522: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706073} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-
135267159128378765 - [OUTBOUND]: with event type TERMINATED
10356523: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Waiting 2000 millisecs before terminating.
10678307: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=CONNECT_FAILURE,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234
10678308: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=763766,
sendSeqNo=2, eventId=CONNECT_FAILURE, causeCode=NONE,,
LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10678309: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=763766,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,
ANI = 1231234
10678310: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,

cause=NORMAL_CALL_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10356524: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-116-SIP-2706075} MessagingWorker:run: CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND] ICM
Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352671591532
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F1827B631000013A1AE6FA780A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false isWriteable=false
cursor=-1
10356525: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-116-SIP-2706075} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352671591532 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9
RouterCallKey=212 RouterCallKeySent=false causecode=1
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 14:06:31 PST 2012
label=12345678908908 localOffset=-480 eventid=6 calllegid=kywgxdqfxwzckpx
>>STATE: isTabular=false isWriteable=true cursor=-1
10678311: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,
ANI = 1231234
10678312: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing , , [ICM_EVENT_REPORT],
dialogueId=763766, sendSeqNo=3, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,
ANI = 1231234
10678313: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
265 msec
10678314: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 265 msec
10678315: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F1827B631000013A1AE6FA780A4244A9 -
Call will not be cached for post call survey
10356526: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] DURATION (msecs) = 2262 - HANGUP with Call
History12345678908908|-1;
10356527: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2262 and
Call History : 12345678908908|-1; [id:5004]

10356528: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for making
calls to [92929292]. Please add this route. [id:5010]
10356529: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Destination URL is null, cannot make the
REFER. [id:5004]
10356530: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352671593529 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9
RouterCallKey=212 RouterCallKeySent=true causecode=0 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150429
calldate=Sun Nov 11 14:06:33 PST 2012 label=12345678908908 localOffset=-480
eventid=1 calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false
isWriteable=true cursor=-1
10356531: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] Rejecting code 404.

Nov 12 05:29:30.793: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:12345678908908@10.66.75.241;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bK+yQ5v8ztHdoMCGcD6HKw2g~~1517324
Max-Forwards: 69
To: <sip:12345678908908@10.66.75.241;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=dsf4b86e30
Call-ID: F1827B631000013A1AE6FA780A4244A9-135267159128378765@10.66.68.169
CSeq: 1 INVITE
Content-Length: 205
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4051860323-0268435770-0451345016-0172115113
Cisco-Gucid: F1827B631000013A1AE6FA780A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=twinkle 979292728 421395869 IN IP4 10.66.68.157
s=-
c=IN IP4 10.66.68.157
t=0 0
m=audio 8000 RTP/AVP 0 101
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

Nov 12 05:29:30.797: //7470649/xxxxxxxxxxxx/CCAPI/cc_api_caps_ind:

Call Entry Is Not Found

Nov 12 05:29:30.797: //-1/F1827B631AE6/CCAPI/cc_api_display_ie_subfields:

cc_api_call_setup_ind_common:

cisco-username=1231234

----- ccCallInfo IE subfields -----

cisco-ani=sip:1231234@10.66.68.169:5060

cisco-anitype=0

cisco-aniplan=0

cisco-anipi=0

cisco-anisi=0

dest=sip:12345678908908@10.66.75.241;transport=tcp

cisco-desttype=0

cisco-destplan=0

cisco-rdie=FFFFFFFF

cisco-rdn=

cisco-rdntype=0

cisco-rdnplan=0

cisco-rdnpi=-1

cisco-rdnsi=-1

cisco-redirectreason=-1 fwd_final_type =0

final_redirectNumber =

hunt_group_timeout =0

Nov 12 05:29:30.797: //-1/F1827B631AE6/CCAPI/cc_api_call_setup_ind_common:

Interface=0x70C7C3F0, Call Info(

Calling Number=sip:1231234@10.66.68.169:5060,(Calling Name=)(TON=Unknown,
NPI=Unknown, Screening=Not Screened, Presentation=Allowed),

Called Number=sip:12345678908908@10.66.75.241;transport=tcp(TON=Unknown,
NPI=Unknown),

Calling Translated=FALSE, Subscriber Type Str=Unknown,
FinalDestinationFlag=TRUE,

Incoming Dial-peer=999, Progress Indication=NULL(0), Calling IE Present=TRUE,
Source Trkgrp Route Label=, Target Trkgrp Route Label=, CLID
Transparent=FALSE), Call Id=7470649

Nov 12 05:29:30.801: //-1/F1827B631AE6/CCAPI/ccCheckClipClir:

In: Calling Number=sip:1231234@10.66.68.169:5060(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)

Nov 12 05:29:30.801: //-1/F1827B631AE6/CCAPI/ccCheckClipClir:

Out: Calling Number=sip:1231234@10.66.68.169:5060(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)

Nov 12 05:29:30.801: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:29:30.801: :cc_get_feature_vsa malloc success

Nov 12 05:29:30.801: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:29:30.801: cc_get_feature_vsa count is 1

Nov 12 05:29:30.801: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:29:30.801: :FEATURE_VSA attributes are: feature_name:0,

feature_time:2014708808,feature_id:1851832

Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/cc_api_call_setup_ind_common:

Set Up Event Sent;

Call Info(Calling Number=(TON=Unknown, NPI=Unknown, Screening=Not Screened,

```
Presentation=Allowed),
  Called Number=(TON=Unknown, NPI=Unknown))
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/cc_process_call_setup_ind:
  Event=0x6A84C990
Nov 12 05:29:30.801: //-1/xxxxxxxxxxxx/CCAPI/cc_setupind_match_search:
  Try with the demoted called number 12345678908908
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/ccCallSetContext:
  Context=0x75C406AC
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/cc_process_call_setup_ind:
  >>>CCAPI handed cid 7470649 with tag 999 to app "_ManagedAppProcess_Default"
Nov 12 05:29:30.801: //7470649/F1827B631AE6/SIP/Msg/ccsipDisplayMsg:
```

Análisis

El dial-peer VRU en el gateway VXML se debe configurar para la aplicación VRU que es bootstrap.tcl. Si el dial-peer no tiene ningún servicio/aplicación configurados, el gateway VXML intenta rutear la llamada y busca al dial-peer de salida. Si no se corresponde con a ningún dial-peer de salida, la llamada falla en todo caso. En este caso, aunque hace juego al dial-peer entrante 999 que es nuestro dial-peer VRU, todavía muestra que el control de llamada API (CCAPI) maneja la llamada a la aplicación "predeterminada". Esto significa que el dial-peer 999 no tiene la aplicación VRU/bootstrap configurada.

Problema 4: Gateway VXML no capaz de enviar el pedido de HTTP al CVP

El paso de la encabezado no se configura

```
10:15:21:572 ra-rtr Trace: (6 x 0 : 0 0) NewCall: CID=(150430,206),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
10:15:21:572 ra-rtr Trace: (6 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.
10:15:21:572 ra-rtr Trace: (6 x 0 : 0 0) Correlation id for dialog is (8918).
10:15:21:572 ra-rtr Trace: (6 x 8918 : 0 0) TransferToVRU: Label=1234567890,
CorID=8918, VRUID=5000, RCID=5001
10:15:21:572 ra-rtr Trace: (6 x 8918 : 0 0) TransferConnect sent. Dialog
pending.
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Dialog timed out callstate is :(1).
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Dialog resuming (Script Node
timed out.) status (2)
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) RouteComplete:
10:15:41:862 ra-rtr Trace: Route: CID=(150430,206), Labels=0
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Deleting Dialog.
```

```
203: 10.66.68.169: Nov 12 2012 10:15:23.034 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} Generated a new CISCO-GUID hdr : 4124392090-0268435770-
0719450081-0172115113, Generated a new CVP-ID
hdr : F5D53A9A1000013A2AE1EFE10A4244A9
204: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID =
fpcqoafwavftcja - [INBOUND]: Call is missing an RPID header.
```

No survivability in use.

205: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169
FromURI sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false

206: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} NEW CALL with guid=F5D53A9A1000013A2AE1EFE10A4244A9
legid=fpcqoafwavftcja dn=2003 ani=1231234 uui=null calldate=Mon Nov 12
10:15:23 PST 2012 video=false cachecallcontext = false is_postcallsurvey
= false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null

207: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSTDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352744123050
>>BODY: replyto=true callguid=F5D53A9A1000013A2AE1EFE10A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Mon Nov 12 10:15:23 PST 2012
calltypeid=4 localOffset=-480 calllegid=fpcqoafwavftcja
>>STATE: isTabular=false isWriteable=true cursor=-1

182: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID =
F5D53A9A1000013A2AE1EFE10A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F5D53A9A1000013A2AE1EFE10A4244A9,,
LEGID = null, DNIS = -1, ANI = -1

183: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
- New call

184: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=6,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F5D53A9A1000013A2AE1EFE10A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
F5D53A9A1000013A2AE1EFE10A4244A9, user.cvp_server_info: 10.66.68.169,,
LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234

185: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-219-ICM-23} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT], dialogueId=6,
sendSeqNo=1, label=1234567890, correlationId=8918,
callguid=F5D53A9A1000013A2AE1EFE10A4244A9, rckey=206, rcday=150430,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = fpcqoafwavftcja, DNIS = 2003,
ANI = 1231234

186: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-219-ICM-23} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,

DLGID = 6 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8918, command=null,
rckey=206, rcday=150430, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234
208: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS_SIP1)
(JMSTimestamp)=1352744123050 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9 RouterCallKey=206
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP user.microapp.
FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N
>>STATE: isTabular=false isWritable=true cursor=-1 dnis=2003 correlationid=8918
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
RouterCallKeyDay=150430 labeltype=-1 label=12345678908918 localOffset=-480
calllegid=fpcqoafwavftcja >>STATE: isTabular=false isWritable=false cursor=-1
209: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} Using Outbound Proxy for
sip:12345678908918@10.66.68.164:5060
210: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} Found an incoming CISCO-GUID
hdr : 4124392090-0268435770-0719450081-0172115113,
Found an existing CVP-ID hdr: F5D53A9A1000013A2AE1EFE10A4244A9
211: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: INVITE TO <sip:12345678908918@10.66.68.164:5060;transport=tcp>
FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
212: 10.66.68.169: Nov 12 2012 10:15:23.066 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: Invitation proceeding 100
213: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: Invitation accepted - ack'ing
214: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: CountObserver() is >0 and sending Re-Invite to caller.
215: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: Updated by : CALLGUID =
F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-
13527441230506 - [OUTBOUND]: with event type INV_ACCEPTED
216: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9

LEGID = fpcqoafwavftcja - [INBOUND]: Send the 200 OK back to caller with SDP of this dialog.

217: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=pool-1-thread-221-SIP-198} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352744123471 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9 RouterCallKey=206 RouterCallKeySent=false causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:15:23 PST 2012 label=12345678908918 localOffset=-480 eventid=4 calllegid=F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 >>STATE: isTabular=false isWriteable=true cursor=-1

187: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-222-ICM-24} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9, DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=ANSWER, causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234

188: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-222-ICM-24} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9, DLGID = 6 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=6, sendSeqNo=2, eventId=ANSWER, causeCode=NONE,, LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234

218: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = fpcqoafwavftcja - [INBOUND]: DsSipInviteDialog ack'ed

219: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=pool-1-thread-223-SIP-199} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]: Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = fpcqoafwavftcja - [INBOUND]: with event type INV_ACKED

220: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=pool-1-thread-223-SIP-199} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]: Acked the invite.

189: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-225-ICM-25} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9, DLGID = 6 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=6, sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234

190: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-225-ICM-25} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9, DLGID = 6 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1, cause=NORMAL_CALL_CLEARING,, LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234

221: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=pool-1-thread-226-SIP-201} MessagingWorker:run: CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = fpcqoafwavftcja - [INBOUND] ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=1352744143346 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9 dnis=2003 causecode=0 timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=fpcqoafwavftcja >>STATE: isTabular=false isWriteable=false cursor=-1

222: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352744143346 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9
RouterCallKey=206 RouterCallKeySent=true causecode=1
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:15:43 PST 2012
label=12345678908918 localOffset=-480 eventid=6 calllegid=fpcqoafwavftcja
>>STATE: isTabular=false isWriteable=true cursor=-1

223: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND] DURATION (msecs) = 20312 - HANGUP with
Call History12345678908918|-1;

191: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234

192: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=6,
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234

193: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 20 secs,
296 msecs

194: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 -
Deleted call. Duration: 0 hrs, 0 mins, 20 secs, 296 msecs

195: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 - Call will not be cached for
post call survey

224: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: Terminated with Q.850;cause=16

225: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-228-SIP-202} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: with event type TERMINATED

226: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND] DURATION
(msecs) = 20311 - HANGUP with Call History

227: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Terminated with Q.850;cause=16

Nov 13 01:38:23.081: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bKde5beb23-704a3ca7-23217025-4ed30023-1
Via: SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~14
Max-Forwards: 68
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 1 INVITE
Content-Length: 205
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4124392090-0268435770-0719450081-0172115113
Cisco-Gucid: F5D53A9A1000013A2AE1EFE10A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=twinkle 328962782 570438657 IN IP4 10.66.68.157
s=-
c=IN IP4 10.66.68.157
t=0 0
m=audio 8000 RTP/AVP 0 101
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

Nov 13 01:38:23.085: //7470684/xxxxxxxxxxxx/CCAPI/cc_api_caps_ind:
Call Entry Is Not Found
Nov 13 01:38:23.089: //-1/F5D53A9A2AE1/CCAPI/cc_api_display_ie_subfields:
cc_api_call_setup_ind_common:
cisco-username=1231234
----- ccCallInfo IE subfields -----
cisco-ani=1231234
cisco-anitype=0
cisco-aniplan=0
cisco-anipi=0
cisco-anisi=0
dest=12345678908918
cisco-desttype=0
cisco-destplan=0
cisco-rdie=FFFFFFFF
cisco-rdn=
cisco-rdntype=0
cisco-rdnplan=0


```
cisco-rdnpi=-1
cisco-rdnssi=-1
cisco-redirectreason=-1 fwd_final_type =0
final_redirectNumber =
hunt_group_timeout =0
```

```
Nov 13 01:38:23.089: //-1/F5D53A9A2AE1/CCAPI/cc_api_call_setup_ind_common:
  Interface=0x70C7C3F0, Call Info(
    Calling Number=1231234,(Calling Name=)(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed),
    Called Number=12345678908918(TON=Unknown, NPI=Unknown),
    Calling Translated=FALSE, Subscriber Type Str=Unknown, FinalDestinationFlag
=TRUE,
    Incoming Dial-peer=999, Progress Indication=NULL(0), Calling IE Present=TRUE,
    Calling Translated=FALSE, Subscriber Type Str=Unknown, FinalDestinationFlag=
TRUE, Call Id=7470684
```

```
Nov 13 01:38:23.093: //7470684/F5D53A9A2AE1/CCAPI/cc_process_call_setup_ind:
  >>>CCAPI handed cid 7470684 with tag 999 to app "_ManagedAppProcess_
bootstrap"
```

```
Nov 13 01:38:23.097: //7470684//TCL :/tcl_InfotagObjCmd: infotag get
leg_proto_headers Call-ID
```

```
*** CANNOT PARSE Cisco-Gucid header. Assuming H323 call or else Cisco-Gucid
header is not present in the call.***
```

```
Nov 13 01:38:23.097: //7470684//TCL :/tcl_InfotagObjCmd: infotag get
leg_proto_headers User-Agent
*** This TCL version = CVP_9_0_1_0_0_0_634 and USER AGENT header = ***
```

```
Nov 13 01:38:23.097: //7470684//TCL :/tcl_InfotagObjCmd: infotag get
leg_proto_headers App-Info
```

```
*** App-Info= ***
```

```
Nov 13 01:38:23.101: //7470684//TCL :/tcl_InfotagObjCmd: infotag get
leg_proto_headers X-CallInfo
```

```
*** X-CallInfo= ***
```

```
Nov 13 01:38:23.105: //7470684/F5D53A9A2AE1/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 200 OK
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bKde5beb23-704a3ca7-23217025-
4ed30023-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=
```

z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~14
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
Date: Tue, 13 Nov 2012 01:38:23 GMT
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 1 INVITE
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,
NOTIFY, INFO, REGISTER
Allow-Events: kpml, telephone-event
Contact: <sip:12345678908918@10.66.75.241:5060;transport=tcp>
Supported: replaces
Supported: sdp-anat
Server: Cisco-SIPGateway/IOS-12.x
Supported: timer
Content-Type: application/sdp
Content-Disposition: session;handling=required
Content-Length: 191

v=0
o=CiscoSystemsSIP-GW-UserAgent 4630 5308 IN IP4 10.66.75.241
s=SIP Call
c=IN IP4 10.66.75.241
t=0 0
m=audio 18928 RTP/AVP 0
c=IN IP4 10.66.75.241
a=rtpmap:0 PCMU/8000
a=ptime:20

Nov 13 01:38:23.109: //7470684//MSM :/ms_handle_stream_timer: >>ms_start_play()
Nov 13 01:38:23.109: //7470684//MSM :/ms_start_play: 13w6d mgdTstop(ply)
Nov 13 01:38:23.129: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:
ACK sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~15
Max-Forwards: 70
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 1 ACK
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 13 01:38:23.141: //7470684//TCL :/tcl_HandoffObjCmd: handoff appl leg_
incoming new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL_LEGID=
DNIS=12345678908918 PROTOCOL=http PORT=8000 HOST=10.66.68.164
BACKUP=10.66.68.164 VERSION=CVP_9_0_1_0_0_0_634 UII=
Nov 13 01:38:23.141: //7470684//TCL :/tcl_handoff_common: appl leg_incoming
new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL_LEGID=
DNIS=12345678908918 PROTOCOL=http PORT=8000 HOST=10.66.68.164
BACKUP=10.66.68.164 VERSION=CVP_9_0_1_0_0_0_634 UII=
Nov 13 01:38:23.141: //7470684//AFW_:/vtd_lg_incoming: argc 4

```
Nov 13 01:38:23.141: //7470684//AFW_:/vtd_lg_incoming: Legs [7470684 ]
Nov 13 01:38:23.141: //7470684//Tcl :/tcl_parseCallID_vartagObj: VARTAG
Translation Leg Count=1
Nov 13 01:38:23.141: //-1//AFW_:/AFW_Module_ParseHandle: strModuleHandle
new-call
```

```
<var>: namep=PRIMARY_CVP_URL expr=PROTOCOL + '://' + PRIMARY + ':' +
PORT + '/cvp/VBServlet'
```

```
Nov 13 01:38:23.285: //7470684/F5D53A9A2AE1/VXML:/vxml_expr_eval:
  expr=(var PRIMARY_CVP_URL=PROTOCOL + '://' + PRIMARY + ':' + PORT +
'/cvp/VBServlet')
```

```
<var>: namep=BACKUP_CVP_URL expr=PROTOCOL + '://' + BACKUP + ':' + PORT +
'/cvp/VBServlet'
```

```
Nov 13 01:38:23.285: //7470684/F5D53A9A2AE1/VXML:/vxml_expr_eval:
  expr=(var BACKUP_CVP_URL=PROTOCOL + '://' + BACKUP + ':' + PORT +
'/cvp/VBServlet')
```

```
  urlp=http://10.66.68.164:8000/cvp/VBServlet?MSG_TYPE=PING&CALL_
DNIS=12345678908918&CALL_ANI=1231234&ERROR_CODE=0&RECOVERY_
VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_
ID=F5D53A9A1000013A2AE1EFE10A4244A9&CALL_LEGID=&CALL_
UII=&VERSION=CVP_9_0_1_0_0_0_634 fetchaudio=NULL delay=0 minimum=0
```

```
Nov 13 01:38:23.289: //7470684/F5D53A9A2AE1/VXML:/vxml_vapp_bgload:
```

```
  url http://10.66.68.164:8000/cvp/VBServlet?MSG_TYPE=PING&CALL_
DNIS=12345678908918&CALL_ANI=1231234&ERROR_CODE=0&RECOVERY_
VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_
ID=F5D53A9A1000013A2AE1EFE10A4244A9&CALL_LEGID=&CALL_UII=&VERSION=
CVP_9_0_1_0_0_0_634 cachable 1 fetchtimeout 7 maxage=-1 maxstale=-1
```

```
Nov 13 01:38:30.289: //7470684/F5D53A9A2AE1/VXML:/vxml_bgload_post_done:
  vxmlhandle=78009C60 status=2 async_status=400000000
```

```
Nov 13 01:38:30.289: //7470684/F5D53A9A2AE1/VXML:/vxml_stop_fetchaudio_
load_fail:
```

```
Nov 13 01:38:42.993: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
```

```
Received:
```

```
BYE sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
```

```
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~17
```

```
Max-Forwards: 70
```

```
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
```

```
From: <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
```

```
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
```

```
CSeq: 2 BYE
```

```
Content-Length: 0
```

```
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
```

```
Reason: Q.850;cause=16
```

Análisis

Cuando el gateway VXML recibe la llamada VRU, hace juego con el dial-peer que hace la aplicación VRU configurar. Para descubrir de qué CVP originó la llamada, la aplicación VRU/bootstrap necesita considerar las encabezados del SORBO. Por este motivo, el paso de la encabezado se requiere ser configurado. En este caso, corresponden con al dial-peer entrante

999 y el CCAPI se da apagado a la aplicación de la carga inicial. Cuando la aplicación intenta analizar la encabezado del SORBO falla. Si la aplicación de la carga inicial no puede considerar la encabezado del SORBO, intenta enviar el pedido de HTTP a la dirección de origen de la llamada. Así pues, si la llamada viene vía el proxy, el mensaje HTTP se envía al proxy. En este ejemplo, 10.66.68.164 es proxy de las TAZAS. Puesto que la pierna VRU de la llamada viene del proxy y no se configura ningún paso de la encabezado (ninguna encabezado del SORBO podría ser analizada), la aplicación intenta enviar el pedido de HTTP a 10.66.68.164 en el puerto 8000. Ahora, el proxy no tiene puerto 8000 abierto. La aceptación de contacto con TCP falla tan y no se envía ningún mensaje HTTP. Para el entorno proxy, o se configura el paso de la encabezado o el "cvphost del param" se configura para enviar el mensaje HTTP.

Problema 5: Escritura de la etiqueta y correlación ID de las fracturas VRU del CVP incorrectas

```
10:33:31:569 ra-rtr Trace: (12 x 0 : 0 0) NewCall: CID=(150430,209), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
10:33:31:569 ra-rtr Trace: (12 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.
10:33:31:569 ra-rtr Trace: (12 x 0 : 0 0) Correlation id for dialog is (8922).
10:33:31:569 ra-rtr Trace: (12 x 8922 : 0 0) TransferToVRU: Label=1234567890,
CorID=8922, VRUID=5000, RCID=5001
10:33:31:569 ra-rtr Trace: (12 x 8922 : 0 0) TransferConnect sent. Dialog
pending.
10:33:32:543 ra-rtr Trace: Dialog (13) has a correlation id (922 922) that is
unknown.
10:33:32:543 ra-rtr Trace: For message (14) from routing client CVPRC (ID 5001)
could not find dialog id (922).
10:33:32:543 ra-rtr Trace: Router sending dialog fail reason (11) for dialog
(13).
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) CallEventReport: CID=(150430,209),
Event=DISCONNECT, DlgEnds=1, FromVRU=0, CallState=1,
Cause=CALLED_PARTY_DISCONNECTED
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Dialog (callstate:1) received event
(6)(Call disconnected. (Event has dialog end set.))
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Dialog resuming (Call disconnected.
(Event has dialog end set.)) status (3)
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Dialog aborted and was deleted.
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Deleting Dialog.

10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog timed out callstate is :(15).
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog timed out waiting for
requery response. failing.
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog resuming (Script Node timed
out.) status (2)
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) CID=(150430,207):Requery status 6
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog aborted and was deleted.
```

10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Deleting Dialog.

422: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Generated a new CISCO-GUID hdr : 4125482156-0268435770-
0540582043-0172115113, Generated a new CVP-ID hdr :
F5E5DCAC1000013A2038A09B0A4244A9

423: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID =
cxpzbgbgujotzle - [INBOUND]: Call is missing an RPID header.
No survivability in use.

424: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.6} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID =
cxpzbgbgujotzle - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false

425: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} NEW CALL with guid=F5E5DCAC1000013A2038A09B0A4244A9
legid=cxpzbgbgujotzle dn=2003 ani=1231234 uui=null calldate=Mon Nov 12
10:33:33 PST 2012 video=false cachecallcontext = false is_postcallsurvey
= false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null

426: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352745213100
>>BODY: replyto=true callguid=F5E5DCAC1000013A2038A09B0A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgprsrcip=10.66.68.157 calldate=Mon Nov 12 10:33:33 PST 2012
calltypeid=4 localOffset=-480 calllegid=cxpzbgbgujotzle
>>STATE: isTabular=false isWriteable=true cursor=-1

361: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-441-ICM-94} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,,
LEGID = null, DNIS = -1, ANI = -1

362: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-441-ICM-94} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 - New call

363: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-441-ICM-94} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Publishing , , [ICM_NEW_CALL], dialogueId=12,

```
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F5E5DCAC1000013A2038A09B0A4244A9,
rckey=, rcdays=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
F5E5DCAC1000013A2038A09B0A4244A9, user.cvp_server_info: 10.66.68.169,,
LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234
364: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT], dialogueId=12,
sendSeqNo=1, label=1234567890, correlationId=8922,
callguid=F5E5DCAC1000013A2038A09B0A4244A9, rckey=209, rcdays=150430,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = cpxzbgbgujotzle, DNIS = 2003,
ANI = 1231234
365: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8922, command=null,
rckey=209, rcdays=150430, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = cpxzbgbgujotzle,
DNIS = 2003, ANI = 1231234
427: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cpxzbgbgujotzle - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352745213116 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F5E5DCAC1000013A2038A09B0A4244A9 RouterCallKey=209 floatingvars=
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , ] user.microapp.app_media_lib=
.. user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.
UseVXMLParams=N >>STATE: isTabular=false isWriteable=true cursor=-1
dnis=2003 correlationid=8922 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150430
labeltype=-1 label=12345678908922 localOffset=-480 calllegid=cpxzbgbgujotzle
>>STATE: isTabular=false isWriteable=false cursor=-1
428: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} Using Outbound Proxy for
```

sip:12345678908922@10.66.68.164:5060
429: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} Found an incoming CISCO-GUID
hdr : 4125482156-0268435770-0540582043-0172115113, Found an existing
CVP-ID hdr: F5E5DCAC1000013A2038A09B0A4244A9
430: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: INVITE TO
<sip:12345678908922@10.66.68.164:5060;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
431: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -
[OUTBOUND]: Invitation proceeding 100
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
432: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -
[OUTBOUND]: Invitation accepted - ack'ing
433: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -
[OUTBOUND]: CountObserver() is >0 and sending Re-Invite to caller.
434: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-444-SIP-305} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgjujotzle - [INBOUND]: Updated by : CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: with event type INV_ACCEPTED
435: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-444-SIP-305} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgjujotzle - [INBOUND]: Send the 200 OK back to caller with
SDP of this dialog.
436: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-444-SIP-305} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352745213521 >>BODY:
callguid=F5E5DCAC1000013A2038A09B0A4244A9 RouterCallKey=209
RouterCallKeySent=false causecode=0 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150430 calldate=Mon Nov 12 10:33:33 PST 2012
label=12345678908922 localOffset=-480 eventid=4
calllegid=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615
>>STATE: isTabular=false isWriteable=true cursor=-1
366: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-445-ICM-96} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,

DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=ANSWER, causeCode=NONE,, LEGID = null,
DNIS = 2003, ANI = 1231234
367: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-445-ICM-96} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 12 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=12, sendSeqNo=2, eventId=ANSWER,
causeCode=NONE,, LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234
437: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgujotzle - [INBOUND]: DsSipInviteDialog ack'ed
438: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: Updated by : CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cpxzbgbgujotzle - [INBOUND]:
with event type INV_ACKED
439: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: Acked the invite.
232: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor24} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678908922,
CALL_LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169,
CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
233: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor24} VXMLManager:generateVXML:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
234: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml,
CALL_DNIS=12345678908922, CALL_UUI=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
235: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallSession:addCall:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Added IVRCall
(DNIS=12345678908922 client: 10.66.75.241) to CallSession at slot: 0
236: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallMsgPublisher:sendNewCall:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Publishing

NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL >>BODY:
replyto=true uui= callguid=F5E5DCAC1000013A2038A09B0A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=12345678908922
timezone=America/Los_Angeles mediatype=A version=CVP_9_0 calldate=Mon Nov 12
10:33:34 PST 2012 location= calltypeid=5 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=true cursor=-1
368: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext=,
user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,, LEGID = null,
DNIS = 2003, ANI = 1231234
369: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
- Correlation ID routed call
370: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=13, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,
serviceId=2, uui=, correlationId=922, location=, locationpkid=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
371: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Processing ,, [ICM_DIALOGUE_FAILURE_EVENT],
dialogueId=13, sendSeqNo=1, errorCode = E_UNSPECIFIED_FAILURE,,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
372: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Publishing ,, [MsgBus:DIALOGUE_FAILURE],
ssId=SYS_IVR1, errorCode=E_UNSPECIFIED_FAILURE,, LEGID = ,
DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
237: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Received
Call message : >>HEADERS: (JMSType)=MsgBus:DIALOGUE_FAILURE
(JMSTimestamp)=1352745214083 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9 dnis=12345678908922
errorcode=15 timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid= >>STATE: isTabular=false isWriteable=false cursor=-1
238: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-449-IVR-27} DialogFailureTask:generateResponse:

CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 ErrorResponse generated -
StatusCode: 15
239: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
Removing CALLGUID: F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922
due to exception in CallNewHandler. (Client: 10.66.75.241) Received ICM
DialogFailure response for new call request. DialogFailure StatusCode:
15 HTTP req: { CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678908922,
CALL_UII=, ERROR_CODE=NONE(0), CALL_ANI=sip:1231234@10.66.68.169:5060 }
[id:3023]
240: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallSession:removeCallByDNIS:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Removed IVRCall from CallSession
(DNIS=12345678908922 eventId: 6 causeCode: 1). Removed from slot: 0
241: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallMsgPublisher:sendCallStateEvent:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Publishing
CallStateEvent message: >>HEADERS: (JMSType)=MsgBus:CALL_STATE_EVENT
>>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9 dnis=12345678908922
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Mon Nov 12 10:33:34 PST 2012 localOffset=-480
calllegid= eventId=6 >>STATE: isTabular=false isWriteable=true cursor=-1
242: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} IVRSubSystem:checkInLicense: Released license
for call: F5E5DCAC1000013A2038A09B0A4244A9 - PortCheckinStatus=
PORT_CHECKIN_OK_PORT_STILL_IN_USE
373: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_IVR1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
374: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=13,
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
375: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
983 msec
440: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 - [OUTBOUND]
DURATION (msecs) = 1965 - DIALOG TERMINATED. Reason: Q.850;cause=16

441: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-307} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgujotzle - [INBOUND]: Updated by : CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: with event type TERMINATED

442: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgujotzle - [INBOUND]: Waiting 2000 millisecs before
terminating.

443: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-452-SIP-308} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352745217094 >>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9
RouterCallKey=209 RouterCallKeySent=true causecode=13
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:33:37 PST 2012
label=12345678908922 localOffset=-480 eventid=6 calllegid=cpxzbgbgujotzle
>>STATE: isTabular=false isWriteable=true cursor=-1

444: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgujotzle - [INBOUND] DURATION (msecs) = 3994 - HANGUP with
Call History12345678908922|-1;

445: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgujotzle - [INBOUND]: Terminated with Q.850;cause=16

376: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Processing , , [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=CALLED_PARTY_DISCONNECTED,,
LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234

377: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Publishing , , [ICM_EVENT_REPORT], dialogueId=12,
sendSeqNo=3, eventId=DISCONNECT, causeCode=CALLED_PARTY_DISCONNECTED,,
LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234

378: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 3 secs,
994 msecs

379: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 3 secs, 994 msecs

Nov 13 01:56:33.138: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:

INVITE sip:12345678908922@10.66.75.241:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-e5f6b267-3ff58c1f-1

Via: SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51

Max-Forwards: 68

To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 1 INVITE

Content-Length: 206

Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Expires: 60

User-Agent: CVP 9.0 (1) Build-634

Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE

Cisco-Guid: 4125482156-0268435770-0540582043-0172115113

Cisco-Gucid: F5E5DCAC1000013A2038A09B0A4244A9

Supported: replaces

Supported: norefersub

Content-Type: application/sdp

App-Info: <10.66.68.169:8000:8443>

v=0

o=twinkle 262998732 1870908846 IN IP4 10.66.68.157

s=-

c=IN IP4 10.66.68.157

t=0 0

m=audio 8000 RTP/AVP 0 101

a=rtpmap:0 PCMU/8000

a=rtpmap:101 telephone-event/8000

a=fmtp:101 0-15

a=ptime:20

Nov 13 01:56:33.150: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:

Sent:

SIP/2.0 100 Trying

Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-

e5f6b267-3ff58c1f-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;

branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>

Date: Tue, 13 Nov 2012 01:56:33 GMT

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 1 INVITE
Allow-Events: kpml, telephone-event
Server: Cisco-SIPGateway/IOS-12.x
Content-Length: 0

Nov 13 01:56:33.150: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:

Sent:

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-e5f6b267-3ff58clf-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;
branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556

Date: Tue, 13 Nov 2012 01:56:33 GMT

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 1 INVITE

Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER,
SUBSCRIBE, NOTIFY, INFO, REGISTER

Allow-Events: kpml, telephone-event

Contact: <sip:12345678908922@10.66.75.241:5060;transport=tcp>

Supported: replaces

Supported: sdp-anat

Server: Cisco-SIPGateway/IOS-12.x

Supported: timer

Content-Type: application/sdp

Content-Disposition: session;handling=required

Content-Length: 191

v=0

o=CiscoSystemsSIP-GW-UserAgent 1944 5243 IN IP4 10.66.75.241

s=SIP Call

c=IN IP4 10.66.75.241

t=0 0

m=audio 16806 RTP/AVP 0

c=IN IP4 10.66.75.241

a=rtpmap:0 PCMU/8000

a=ptime:20

Nov 13 01:56:33.190: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:

ACK sip:12345678908922@10.66.75.241:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~52

Max-Forwards: 70

To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169
CSeq: 1 ACK
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 13 01:56:33.210: //7470709//HTTTPC:/httpc_write_stream: Client write
buffer fd(0):

GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678908922&CALL_ANI=
sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&CALL_
LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169&CALL_UII
=&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1

Host: 10.66.68.169:8000

Content-Type: application/x-www-form-urlencoded

Connection: close

Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream

User-Agent: **MSG 61024 TRUNCATED**

MSG 61024 CONTINUATION #01ent: Cisco-IOS-C3825/15.1

Nov 13 01:56:33.486: HTTP/1.1 200 OK

Server: Apache-Coyote/1.1

Content-Type: text/xml; charset=ISO-8859-1

Transfer-Encoding: chunked

Date: Mon, 12 Nov 2012 18:33:33 GMT

Connection: close

Nov 13 01:56:33.498:

Nov 13 01:56:33.506: //7470709//HTTTPC:/httpc_write_stream: Client
write buffer fd(0):

GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=12345678908922&CALL_UII=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&ERROR_CODE=
0 HTTP/1.1

Host: 10.66.68.169:8000

Content-Type: application/x-www-form-urlencoded

Connection: close

Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream

User-Agent: Cisco-IOS-C3825/15.1

Nov 13 01:56:33.730: HTTP/1.1 500 Internal Server Error

Server: Apache-Coyote/1.1

SVR_STATE: RUNNING

QUERY_STR: MSG_TYPE=CALL_NEW&CALL_DNIS=12345678908922&CALL_UUI=&CALL_ANI=
sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.vxml&CLIENT_TYPE=
IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&ERROR_CODE=0

Content-Type: text/html;charset=ISO-8859-1

Transfer-Encoding: chunked

Date: Mon, 12 Nov 2012 18:33:33 GMT

Connection: close

Nov 13 01:56:33.730: body:

>Nov 13 01:56:33.730: <h1>Error: 500SVR_STATE: RUNNING</h1><pre>null</pre>

Nov 13 01:56:33.730:

Nov 13 01:56:34.714: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Sent:

BYE sip:1231234@10.66.68.169:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C47126F

From: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556

To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

Date: Tue, 13 Nov 2012 01:56:33 GMT

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

User-Agent: Cisco-SIPGateway/IOS-12.x

Max-Forwards: 70

Timestamp: 1352771794

CSeq: 101 BYE

Reason: Q.850;cause=16

P-RTP-Stat: PS=0,OS=0,PR=0,OR=0,PL=0,JI=0,LA=0,DU=0

Content-Length: 0

Nov 13 01:56:34.718: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:

Received:

SIP/2.0 200 Ok

Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C47126F

To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

From: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 101 BYE

Content-Length: 0

Analisis

Para que la llamada VRU trabaje, la "longitud máxima del DNIS" y de la longitud de la escritura de la etiqueta VRU debe hacer juego. Cuando el pedido de HTTP se vuelve del gateway VXML con la escritura de la etiqueta y la correlación ID VRU junto, el CVP parte la escritura de la etiqueta y la correlación ID VRU basadas en la "longitud máxima de DNIS". Si no hace juego con qué ICM se configura para la longitud VRU, el CVP parte la correlación ID incorrecta, que es rechazada eventual por el ICM. En este caso, el ICM envía la escritura de la etiqueta 1234567890 VRU y la correlación ID 8922. Cuando el CVP envía la instrucción de la petición, envía la correlación ID 922. Como consecuencia, el ICM se queja de que 922 es una correlación desconocida ID. Puesto que el ICM no consiguió ninguna respuesta de la llamada con la correlación ID 8922, mide el tiempo hacia fuera también. El ICM no tiene ningún conocimiento que la llamada con la correlación ID 8922 y 922 es mismas llamadas de la parte de. Así pues, para 922, vuelve el desconocido y para 8922 midió el tiempo hacia fuera.

Problema 6: ICM/CVP envía el URL incorrecto

El media URL es incompleto

```
10:47:26:900 ra-rtr Trace: (116 x 0 : 0 0) NewCall: CID=(150431,201), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
10:47:26:900 ra-rtr Trace: (116 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.
10:47:26:900 ra-rtr Trace: (116 x 0 : 0 0) Correlation id for dialog is (9000).
10:47:26:900 ra-rtr Trace: (116 x 9000 : 0 0) TransferToVRU: Label=1234567890,
CorID=9000, VRUID=5000, RCID=5001
10:47:26:900 ra-rtr Trace: (116 x 9000 : 0 0) TransferConnect sent. Dialog
pending.
10:47:27:890 ra-rtr Trace: (116 117 9000 : 0 0) RequestInstr: CID=(150431,201),
CallState=1
10:47:27:890 ra-rtr Trace: (116 117 9000 : 0 0) Dialog transfer to VRU
successful - now running script.
10:47:27:890 ra-rtr Trace: (116 117 9000 : 0 0) Runscript sent. Dialog
pending.
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog handling script resp
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) VRU script response had error.
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog resuming (Script response
received (error).) status (1)
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) RouteComplete:
10:47:27:996 ra-rtr Trace: Route: CID=(150431,201), Labels=0
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog sending release call
to VRU
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Deleting Dialog.

5734: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.10} Generated a new CISCO-GUID hdr : 4212716858-0268435770-
2062965771-0172115113, Generated a new CVP-ID
hdr : FB18F53A1000013A7AF65C0B0A4244A9
5735: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.10} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmF1YmQ. - [INBOUND]: Call is
```


missing an RPID header. No survivability in use.

5736: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.10} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: ReqURI (DN)
sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:false m_
needs_postcallsurvey:false

5737: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.10} NEW CALL with guid=FB18F53A1000013A7AF65C0B0A4244A9
legid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. dn=2003 ani=1231234
uui=null calldate= Tue Nov 13 10:47:27 PST 2012 video=false
cachecallcontext = false is_postcallsurvey = false RouterCallKey = null
RouterCallKeyDay = null RouterCallKeySequenceNumber = null

5738: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.10} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352832447802
>>BODY: replyto=true callguid=FB18F53A1000013A7AF65C0B0A4244A9 ani=1231234
dnis=2003 timezone=America/Los_Angeles version=CVP_9_0 pstnrkrgrpsrcip=
64.104.205.107 calldate= Tue Nov 13 10:47:27 PST 2012 calltypeid=4
localOffset=-480 calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.
>>STATE: isTabular=false isWriteable=true cursor=-1

1980: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=64.104.205.107,
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,,
LEGID = null, DNIS = -1, ANI = -1

1981: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 - New call

1982: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=116, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=, rcdays=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: FB18F53A1000013A7AF65C0B0A4244A9, user.cvp_server_info:
10.66.68.169,, LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.,
DNIS = 2003, ANI = 1231234

1983: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-171-ICM-704} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=116, sendSeqNo=1,
label=1234567890, correlationId=9000,
callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=201, rcdays=150431,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234

1984: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-171-ICM-704} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,,
[MsgBus:CONNECT], ssId=SYS_SIP1, labelType=, label=1234567890,
correlationId=9000, command=null, rckey=201, rcdays=150431,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ., DNIS = 2003, ANI = 1231234
5739: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ. - [INBOUND] Handling CONNECT
>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352832447818 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , ,] user.microapp.media_server=
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null,
null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null,
null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=
true cursor=-1 dnis=2003 correlationid=9000 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150431
labeltype=-1 label=12345678909000 localOffset=-480
calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ.
>>STATE: isTabular=false isWriteable=false cursor=-1
5740: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Static route matched 12345678909000 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
5741: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Using Local Static Route for
sip:12345678909000@10.66.75.241
5742: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Found an incoming CISCO-GUID hdr :
4212716858-0268435770-2062965771-0172115113, Found an existing CVP-ID hdr:
FB18F53A1000013A7AF65C0B0A4244A9
5743: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9-
1352832447818137 - [OUTBOUND]: INVITE TO <sip:12345678909000@10.66.75.241;
transport=tcp> FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60]
100REL[Unsupported]
5744: 10.66.68.169: Nov 13 2012 10:47:28.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Invitation proceeding 100
5745: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Invitation accepted - ack'ing
5746: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9

LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.
5747: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: Updated by :
CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]: with
event type INV_ACCEPTED
5748: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]:
Send the 200 OK back to caller with SDP of this dialog.
5749: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} Sending BUS MSG:>>HEADERS: (JMSType)=
MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352832448379 >>BODY: callguid=
FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
10:47:28 PST 2012 label=12345678909000 localOffset=-480 eventid=4
calllegid=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137
>>STATE: isTabular=false isWriteable=true cursor=-1
1985: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=ANSWER,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234
1986: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=116, sendSeqNo=2, eventId=ANSWER,
causeCode=NONE,, LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.,
DNIS = 2003, ANI = 1231234
1269: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB18F53A1000013A7AF65C0B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678909000,
CALL_LEGID=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137@10.66.68.169,
CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
1270: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-6-VBCLIENT
_ADDED: Added client - Type: IOS Name: 10.66.75.241 [id:3013]
1271: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
5750: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]:
DsSipInviteDialog ack'ed
5751: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9
-1352832447818137 - [OUTBOUND]: Updated by : CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: with event
type INV_ACKED
5752: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Aked the invite.
1272: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ANI=sip:1231234@10.66.68.169:5060, CALL_UUI=,
MSG_TYPE=CALL_NEW, ERROR_CODE=NONE(0), CLIENT_TYPE=IOS,
CALL_ID=FB18F53A1000013A7AF65C0B0A4244A9, CALL_DNIS=12345678909000,
RECOVERY_VXML=flash:recovery.vxml }
1273: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:addCall:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Added IVRCall (
DNIS=12345678909000 client: 10.66.75.241) to CallSession at slot: 0
1274: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Publishing
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL >>BODY:
replyto=true uui= callguid=FB18F53A1000013A7AF65C0B0A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=12345678909000
timezone=America/Los_Angeles mediatype=A version=CVP_9_0 calldate=Tue Nov 13
10:47:28 PST 2012 location= calltypeid=5 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=true cursor=-1
1987: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,
user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,, LEGID = null, DNIS = 2003,
ANI = 1231234
1988: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
- Correlation ID routed call
1989: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 117 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=117, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,
serviceId=2, uui=, correlationId=9000, location=, locationpkid=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = , DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1990: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-173-ICM-707} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Processing ,,
[ICM_RUN_SCRIPT_REQ], dialogueId=117, sendSeqNo=1, invokedId=1,
scriptId=PM>Welcome, scriptConfiguration=, ced=,

callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=201, rcday=150431,
rcseq=1, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1991: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-173-ICM-707} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Publishing ,,
[MsgBus:RUN_SCRIPT_REQ], ssId=SYS_IVR1, requestId=1,
scriptId=PM,Welcome, scriptConfig=, ced=, rckey=201, rcday=150431,
rcseq=1, switch_leg_ani=1231234, switch_leg_dnis=2003,
CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1275: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=
FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Received Call message :
>>HEADERS: (JMSType)=MsgBus:RUN_SCRIPT_REQ (JMSTimestamp)=
Topic(CVP.ICM.CC.REQ.SYS_IVR1) (JMSTimestamp)=1352832448801 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: ced= scriptconfiguration=
callguid=FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 ani=1231234
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , ,] user.microapp.media_server=
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null,
null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null,
null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable
=true cursor=-1 dnis=12345678909000 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=1 version=CVP_9_0 RouterCallKeyDay=150431
localOffset=-480 switch_leg_dnis=2003 switch_leg_ani=1231234 calllegid=
scriptId=PM,Welcome requestId=1 >>STATE: isTabular=false isWriteable=
false cursor=-1
1276: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VXMLManager:generateVXML:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'PlayMediaIOS.template' for client: 10.66.75.241 clientType: IOS
1277: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB18F53A1000013A7AF65C0B0A4244A9, MSG_TYPE=
CALL_RESULT, CALL_SEQ_NUM=1, ERROR_CODE=MEDIA_FILE_NOT_FOUND(9) }
1278: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-3-
CALL_ERROR: CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9
DNIS=12345678909000 Media Fetch Error for URL=
http://10.66.68.169:7000/CVP/en-us/app/Welcome.wav
(Client: 10.66.75.241) [id:3023]
1279: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-3-
CALL_ERROR: RunScript Error from 10.66.75.241 [MEDIA_FILE_NOT_FOUND(9)]
CALLGUID: FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000
{VRUScriptName: 'PM,Welcome' ConfigParam: ''} [id:3023]
1280: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} CallMsgPublisher:sendRunScriptResult:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000
Publishing RunScriptResult message: >>HEADERS:

(JMSType)=MsgBus:SCRIPT_RESULT >>BODY:
callguid=FB18F53A1000013A7AF65C0B0A4244A9 floatingvars=>>HEADERS:
(JMSType)=MsgBus:FLOATINGVARS >>BODY: user.microapp.error_code=9
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909000
resultcode=false timezone=America/Los_Angeles version=CVP_9_0
calldate=Tue Nov 13 10:47:28 PST 2012 localOffset=-480 calllegid=
requestid=1 >>STATE: isTabular=false isWriteable=true cursor=-1
1992: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-179-ICM-708} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Processing ,,
[MsgBus:SCRIPT_RESULT], ssId=SYS_IVR1, requestId=1, resultCode=false,
ced=, CallContext:, user.microapp.error_code: 9,, LEGID = ,
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1993: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-179-ICM-708} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Publishing ,,
[ICM_RUN_SCRIPT_RESULT], dialogueId=117, sendSeqNo=2, invokedId=1,
resultCode=false, ced=, newTransaction=false, CallContext:,
user.microapp.error_code: 9,, LEGID = , DNIS = 12345678909000, ANI =
sip:1231234@10.66.68.169:5060
1994: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-180-ICM-709} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 117 [IVR_LEG] - Processing ,, [ICM_RELEASE], dialogueId=117,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909000,
ANI = sip:1231234@10.66.68.169:5060
1995: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-180-ICM-709} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 117 [IVR_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_IVR1,
cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909000,
ANI = sip:1231234@10.66.68.169:5060
1996: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-181-ICM-710} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=116,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234
1997: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-181-ICM-710} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234
1281: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Received Call
message : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=
Topic(CVP.ICM.CC.EVENT.SYS_IVR1) (JMSTimestamp)=1352832448910 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB18F53A1000013A7AF65C0B0A4244A9 dnis=12345678909000 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=false cursor=-1
1282: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-182-IVR-164} DisconnectTask:generateResponse:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000
DisconnectResponse generated - CallReleaseCode: 0

1283: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML: CALLGUID=
FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'Disconnect.template' for client: 10.66.75.241 clientType: IOS
5753: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} MessagingWorker:run: CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=1352832448910 (ServerID)
=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FB18F53A1000013A7AF65C0B0A4244A9 dnis=2003 causecode=0 timezone=America/Los_
Angeles version=CVP_9_0 localOffset=-480 calllegid=
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. >>STATE: isTabular=false
isWriteable=false cursor=-1
5754: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352832448910 (ServerID)
(JMSTimestamp)=1352832448910 >>BODY: callguid=FB18F53A1000013A7AF65C0B0A4244A9
RouterCallKey=201 RouterCallKeySent=true causecode=1 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150431 calldate=Tue Nov 13 10:47:28 PST 2012
label=12345678909000 localOffset=-480 eventid=6
calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ.
>>STATE: isTabular=false isWriteable=true cursor=-1
5755: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND] DURATION
(msecs) = 1108 - HANGUP with Call History12345678909000|-1;
1998: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
1999: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=116,
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
2000: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
108 msecs
1284: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from 10.66.75.241:
{ MSG_TYPE=CALL_RESULT, ERROR_CODE=HANGUP(1), CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9, CALL_SEQ_NUM=2 }
1285: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VXMLManager:generateAckVXML: CALLGUID=
FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template 'Ack.template'
for client: 10.66.75.241 clientType: IOS

Nov 14 02:10:28.042: //7471196//HTTPC:/httpc_write_stream: Client write
buffer fd(0):
GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678909000&CALL_ANI=
sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_VXML=
flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9&CALL_LEGID=
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137@10.66.68.169&CALL_UII=
&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-A**MSG 61066 TRUNCATED**
MSG 61066 CONTINUATION #01gent: Cisco-IOS-C3825/15.1

Nov 14 02:10:28.318: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 18:47:28 GMT
Connection: close

GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=12345678909000&
CALL_UII=&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=
flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9&ERROR_CODE=0 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1

Nov 14 02:10:28.562: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 18:47:28 GMT
Connection: close

Nov 14 02:10:28.566: body:
Nov 14 02:10:28.566: ... Buffer too large - truncated to (4096) len.
Nov 14 02:10:28.566: <?xml version="1.0" encoding="iso-8859-1"?>
<vxml version="2.0" xml:lang="en-us">
 <var name="MSG_TYPE" expr="'CALL_RESULT'" />
 <var name="CALL_ID" expr="'FB18F53A1000013A7AF65C0B0A4244A9'" />
 <var name="CALL_SEQ_NUM" expr="1" />


```
<var name="ERROR_CODE" expr="0" />
<var name="DEBUG" expr="1" />
<property name="com.cisco.media-logging-id" value=
"'FB18F53A1000013A7AF65C0B0A4244A9'" />

<form id="ExternalVXML" scope="dialog">

    <catch event="error.com.cisco.callhandoff.failure">
        <goto next="#TrySubmit"/>
    </catch>

    <object name="dummyobj" classid="builtin://com.cisco.callhandoff">
        <param name="return" expr="true" valuetype="data"/>
        <param name="app-uri" expr="'builtin://dummyobj'" valuetype=
"data"/>
        <prompt bargein="true" cisco-maxtime="0s" cisco-typeaheadflush=
"false" >
            <audio src="http://10.66.68.169:7000/CVP/en-
us/app/Welcome.wav" fetchtimeout="4s" />
        </prompt>
        <filled>
            <goto next="#TrySubmit"/>
        </filled>
    </object>
```

Nov 14 02:10:28.586:

Nov 14 02:10:28.594: //7471196//HTTTP://httpc_write_stream: Client write
buffer fd(0):

GET /CVP/en-us/app/Welcome.wav HTTP/1.1

Host: 10.66.68.169:7000

Content-Type: application/x-www-form-urlencoded

Connection: Keep-Alive

Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream

User-Agent: Cisco-IOS-C3825/15.1

Nov 14 02:10:28.598: HTTP/1.1 404 Not Found

Server: Apache-Coyote/1.1

Content-Type: text/html; charset=utf-8

Content-Length: 1030

Date: Tue, 13 Nov 2012 18:47:28 GMT

Nov 14 02:10:28.598: body:

Nov 14 02:10:28.598: <html><head><title>Apache Tomcat/5.5.31 - Error
report</title><style><!--H1 {font-family:Tahoma,Arial,sans-serif;

```
color:white;background-color:#525D76;font-size:22px;} H2
{font-family:Tahoma,Arial,sans-serif;color:white;background-color:
#525D76;font-size:16px;} H3 {font-family:Tahoma,Arial,sans-serif;
color:white;background-color:#525D76;font-size:14px;} BODY
{font-family:Tahoma,Arial,sans-serif;color:black;background-
color:white;} B {font-family:Tahoma,Arial,sans-serif;color:white;
background-color:#525D76;} P {font-family:Tahoma,Arial,sans-serif;
background:white;color:black;font-size:12px;}A {color : black;}A.name
{color : black;}HR {color : #525D76;}--></style> </head><body>
<h1>HTTP Status 404 - /CVP/en-us/app/Welcome.wav</h1><HR size="1"
noshade="noshade"><p><b>type</b> Status report</p><p><b>message</b>
<u>/CVP/en-us/app/Welcome.wav</u></p><p><b>description</b>
<u>The requested resource (/CVP/en-us/app/Welcome.wav) is not
available.</u></p><HR size="1" noshade="noshade"><h3>Apache
Tomcat/5.5.31</h3></body></html>
Nov 14 02:10:28.602:
Nov 14 02:10:28.646: //7471196//HTTPC:/httpc_write_stream: Client
write buffer fd(1):
GET /cvp/VBServlet?MSG_TYPE=CALL_RESULT&CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9&CALL_SEQ_NUM=1&ERROR_CODE=9 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1
```

Análisis

Para que los prompts de audio sean jugados para las ubicaciones correctas, todas las variables requeridas se deben fijar correctamente. Hay pocas variables que contribuyen al URL de los archivos de audio. Usted necesita asegurarse de que se fija cualquier variable, el uso de esos CVPs cree el URL para el archivo de audio. Los archivos de audio deben estar disponibles en esa ubicación. Es también importante determinar qué clase de servidor de medios es funcionando. Hay Tomcat para el servidor VXML que escucha en el puerto 7000, Tomcat el servidor de la llamada que escucha en el puerto 8000 así como el Internet Information Server (IIS) que escucha en el puerto 80. En algunos casos, el cliente pudo tener otro web server que se puede utilizar como servidor de medios. Es importante que las variables correctas están fijadas en el ICM para crear un URL correcto para los archivos de media. Los archivos necesitan estar en la ubicación correcta en el servidor de medios también.

El media URL para el servidor VXML es incorrecto

```
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) NewCall: CID=(150431,208), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) Correlation id for dialog is (9008).
11:04:09:185 ra-rtr Trace: (130 x 9008 : 0 0) TransferToVRU: Label=1234567890,
CorID=9008, VRUID=5000, RCID=5001
11:04:09:185 ra-rtr Trace: (130 x 9008 : 0 0) TransferConnect sent. Dialog
```

pending.

```
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) RequestInstr: CID=(150431,208),
CallState=1
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) Dialog transfer to VRU
successful - now running script.
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) Runscript sent. Dialog pending.
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog handling script resp
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) VRU script response had error.
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog resuming (Script
response received (error).) status (1)
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) RouteComplete:
11:04:10:381 ra-rtr Trace:      Route: CID=(150431,208), Labels=0
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog sending release call to VRU
11:04:10:382 ra-rtr Trace: (130 131 9008 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
11:04:10:382 ra-rtr Trace: (130 131 9008 : 0 0) Deleting Dialog.
```

```
6028: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4213719205-0268435770-
0046575080-0172115113, Generated a new CVP-ID hdr :
FB2840A51000013A02C6ADE80A4244A9
```

```
6029: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. - [INBOUND]: Call is
missing an RPID header. No survivability in use.
```

```
6030: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.5} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. - [INBOUND]: ReqURI (DN)
sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:
false m_needs_postcallsurvey:false
```

```
6031: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} NEW CALL with guid=FB2840A51000013A02C6ADE80A4244A9
legid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. dn=2003 ani=1231234
uui=null calldate=Tue Nov 13 11:04:10 PST 2012 video=false
cachecallcontext = false is_postcallsurvey = false RouterCallKey = null
RouterCallKeyDay = null RouterCallKeySequenceNumber = null
```

```
6032: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352833450149
>>BODY: replyto=true callguid=FB2840A51000013A02C6ADE80A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgprsrcip=64.104.205.107 calldate=Tue Nov 13 11:04:10 PST 2012
calltypeid=4 localOffset=-480 calllegid=
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. >>STATE: isTabular=false
isWriteable=true cursor=-1
```

```
2282: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=64.104.205.107,
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,
```

sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: FB2840A51000013A02C6ADE80A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
2283: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 - New call
2284: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=130, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: FB2840A51000013A02C6ADE80A4244A9, user.cvp_server_info:
10.66.68.169,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY.,
DNIS = 2003, ANI = 1231234
2285: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-449-ICM-826} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=130, sendSeqNo=1,
label=1234567890, correlationId=9008,
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=208, rcday=150431,
rcseq=0, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY., DNIS = 2003, ANI = 1231234
2286: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-449-ICM-826} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Publishing ,,
[MsgBus:CONNECT], ssId=SYS_SIP1, labelType=, label=1234567890,
correlationId=9008, command=null, rckey=208, rcday=150431,
rcseq=0, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY., DNIS = 2003, ANI = 1231234
6033: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. - [INBOUND] Handling
CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352833450149
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 floatingvars=
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
>>STATE: isTabular=false isWritable=true cursor=-1 dnis=2003
correlationid=9008 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 RouterCallKeyDay=150431 labeltype=-1 label=12345678909008
localOffset=-480 calllegid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY.

```
>>STATE: isTabular=false isWritable=false cursor=-1
6034: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Static route matched 12345678909008 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
6035: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Using Local Static Route for
sip:12345678909008@10.66.75.241
6036: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Found an incoming CISCO-GUID
hdr : 4213719205-0268435770-0046575080-0172115113, Found an existing CVP-ID
hdr: FB2840A51000013A02C6ADE80A4244A9
6037: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID = FB2840A51000013A02C6ADE80A4244A9-
1352833450165150 - [OUTBOUND]: INVITE TO <sip:12345678909008@10.66.75.241;
transport=tcp> FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60]
100REL[Unsupported]
6038: 10.66.68.169: Nov 13 2012 11:04:10.445 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Invitation proceeding 100
6039: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 -
[OUTBOUND]: Invitation accepted - ack'ing
6040: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.
6041: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: Updated by :
CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]: with
event type INV_ACCEPTED
6042: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: Send the 200 OK
back to caller with SDP of this dialog.
6043: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352833450664 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
11:04:10 PST 2012 label=12345678909008 localOffset=-480 eventid=4
calllegid=FB2840A51000013A02C6ADE80A4244A9-1352833450165150
>>STATE: isTabular=false isWritable=true cursor=-1
2287: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =
```

FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=ANSWER,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234
2288: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=130, sendSeqNo=2, eventId=ANSWER,
causeCode=NONE,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY.,
DNIS = 2003, ANI = 1231234
6044: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]:
DsSipInviteDialog ack'ed
6045: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-453-SIP-4408} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: with event
type INV_ACKED
6046: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-453-SIP-4408} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Acked the invite.
1497: 10.66.68.169: Nov 13 2012 11:04:11.038 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB2840A51000013A02C6ADE80A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678909008,
CALL_LEGID=FB2840A51000013A02C6ADE80A4244A9-1352833450165150@10.66.68.169,
CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
1498: 10.66.68.169: Nov 13 2012 11:04:11.038 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
1499: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB2840A51000013A02C6ADE80A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678909008,
CALL_UUI=, ERROR_CODE=NONE(0), CALL_ANI=sip:1231234@10.66.68.169:5060 }
1500: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:addCall:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Added IVRCall (DNIS=12345678909008
client: 10.66.75.241) to CallSession at slot: 0
1501: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Publishing
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL >>BODY: replyto=true
uui= callguid=FB2840A51000013A02C6ADE80A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=12345678909008 timezone=America/
Los_Angeles mediatype=A version=CVP_9_0 calldate= Tue Nov 13 11:04:11 PST 2012
location= calltypeid=5 localOffset=-480 calllegid= >>STATE: isTabular=false
isWriteable=true cursor=-1
2289: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:

{Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,
user.media.id: FB2840A51000013A02C6ADE80A4244A9,, LEGID = null, DNIS = 2003,
ANI = 1231234
2290: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 -
Correlation ID routed call
2291: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=131, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,
serviceId=2, uui=, correlationId=9008, location=, locationpkid=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
2292: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-455-ICM-829} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 131 [IVR_LEG] - Processing ,,
[ICM_RUN_SCRIPT_REQ], dialogueId=131, sendSeqNo=1, invokedId=1,
scriptId=GS,Server,V, scriptConfiguration=, ced=,
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=208, rcday=150431,
rcseq=1, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
2293: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-455-ICM-829} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing ,, [MsgBus:RUN_SCRIPT_REQ],
ssId=SYS_IVR1, requestId=1, scriptId=GS,Server,V, scriptConfig=,
ced=, rckey=208, rcday=150431, rcseq=1, switch_leg_ani=1231234,
switch_leg_dnis=2003, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
1502: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Received
Call message : >>HEADERS: (JMSType)=MsgBus:RUN_SCRIPT_REQ
(JMSDestination)=Topic(CVP.ICM.CC.REQ.SYS_IVR1)
(JMSTimestamp)=1352833451272 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:
CVP90.MsgBus001 >>BODY: ced= scriptconfiguration=
callguid=FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 ani=1231234
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.
ToExtVXML=[application=HelloWorld, null, null, null, null]
>>STATE: isTabular=false isWritable=true cursor=-1 dnis=12345678909008
timezone=America/Los_Angeles RouterCallKeySequenceNumber=1
version=CVP_9_0 RouterCallKeyDay=150431 localOffset=-480
switch_leg_dnis=2003 switch_leg_ani=1231234 calllegid=

scriptid=GS,Server,V requestid=1 >>STATE: isTabular=false
isWriteable=false cursor=-1
1503: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VXMLManager:generateVXML:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template
'GetSpeech-External.template' for client: 10.66.75.241 clientType: IOS
1504: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB2840A51000013A02C6ADE80A4244A9,
MSG_TYPE=CALL_RESULT, CALL_SEQ_NUM=1, ERROR_CODE=MEDIA_FILE_NOT_FOUND(9) }
1505: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 External VXML
located at http://10.66.68.169:7000/CVP/en-us/./Server.vxml resulted in a
bad fetch (Client: 10.66.75.241) [id:3023]
1506: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
RunScript Error from 10.66.75.241 [MEDIA_FILE_NOT_FOUND(9)] CALLGUID:
FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 {VRUScriptName:
'GS,Server,V' ConfigParam: ''} [id:3023]
1507: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} CallMsgPublisher:sendRunScriptResult:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Publishing
RunScriptResult message: >>HEADERS: (JMSType)=MsgBus:SCRIPT_RESULT >>BODY:
callguid=FB2840A51000013A02C6ADE80A4244A9 floatingvars=>>HEADERS:
(JMSType)=MsgBus:FLOATINGVARS >>BODY: user.microapp.caller_input=
user.microapp.FromExtVXML=[, , ,] user.microapp.error_code=9
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909008
resultcode=false timezone=America/Los_Angeles version=CVP_9_0
calldate=Tue Nov 13 11:04:11 PST 2012 localOffset=-480 calllegid=
requestid=1 >>STATE: isTabular=false isWriteable=true cursor=-1
2294: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-457-ICM-830} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Processing ,, [MsgBus:SCRIPT_RESULT],
ssId=SYS_IVR1, requestId=1, resultCode=false, ced=, CallContext: ,
user.microapp.error_code: 9,, LEGID = , DNIS = 12345678909008,
ANI = sip:1231234@10.66.68.169:5060
2295: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-457-ICM-830} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing ,, [ICM_RUN_SCRIPT_RESULT],
dialogueId=131, sendSeqNo=2, invokedId=1, resultCode=false,
ced=, newTransaction=false, CallContext: , user.microapp.error_code: 9,,
LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
2296: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-458-ICM-831} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Processing ,, [ICM_RELEASE], dialogueId=131,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909008,
ANI = sip:1231234@10.66.68.169:5060
2297: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-458-ICM-831} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_IVR1,
cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909008,
ANI = sip:1231234@10.66.68.169:5060
2298: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-459-ICM-832} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,

DLGID = 130 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=130,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003, ANI = 1231234
2299: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-459-ICM-832} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003, ANI = 1231234
1508: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=
FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Received Call message :
>>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.EVENT.SYS_IVR1) (JMSTimestamp)=1352833451350 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 dnis=12345678909008 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=false cursor=-1
1509: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-460-IVR-206} DisconnectTask:generateResponse:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008
DisconnectResponse generated - CallReleaseCode: 0
1510: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template
'Disconnect.template' for client: 10.66.75.241 clientType: IOS
6047: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} MessagingWorker:run: CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352833451350 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 dnis=2003 causecode=0 timezone=America/
Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>STATE: isTabular=false
isWriteable=false cursor=-1
6048: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352833451350 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=true
causecode=1 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
11:04:11 PST 2012 label=12345678909008 localOffset=-480 eventid=6
calllegid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>STATE:
isTabular=false isWriteable=true cursor=-1
6049: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND] DURATION (msecs)
= 1201 - HANGUP with Call History12345678909008|-1;
6050: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} CALLGUID = FB2840A51000013A02C6ADE80A4244A9

LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]:
Terminated with Q.850;cause=16
6051: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4410} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: with event type
TERMINATED
6052: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]
DURATION (msecs) = 1185 - HANGUP with Call History
6053: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Terminated with Q.850;cause=16
2300: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003,
ANI = 1231234
2301: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=130,
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003,
ANI = 1231234
2302: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
201 msecs

GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678909008&CALL_ANI=
sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=FB2840A51000013A02C6ADE80A4244A9&CALL_LEGID=
FB2840A51000013A02C6ADE80A4244A9-1352833450165150@10.66.68.169&CALL_UII=
&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-A**MSG 61073 TRUNCATED**
MSG 61073 CONTINUATION #01gent: Cisco-IOS-C3825/15.1

Nov 14 02:27:10.794: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml; charset=ISO-8859-1
Transfer-Encoding: chunked

Date: Tue, 13 Nov 2012 19:04:11 GMT

Connection: close

GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=12345678909008&CALL_UII=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.vxml&
CLIENT_TYPE=IOS&CALL_ID=FB2840A51000013A02C6ADE80A4244A9&ERROR_CODE=0 HTTP/1.1

Host: 10.66.68.169:8000

Content-Type: application/x-www-form-urlencoded

Connection: close

Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html, audio/basic,
audio/wav, multipart/form-data, application/octet-stream

User-Agent: Cisco-IOS-C3825/15.1

Nov 14 02:27:11.042: HTTP/1.1 200 OK

Server: Apache-Coyote/1.1

Content-Type: text/xml; charset=ISO-8859-1

Transfer-Encoding: chunked

Date: Tue, 13 Nov 2012 19:04:11 GMT

Connection: close

Nov 14 02:27:11.042: body:

Nov 14 02:27:11.042: ... Buffer too large - truncated to (4096) len.

Nov 14 02:27:11.042: <?xml version="1.0" encoding="iso-8859-1"?>

```
<vxml version="2.0">
  <var name="MSG_TYPE" expr="'CALL_RESULT'" />
  <var name="CALL_ID" expr="'FB2840A51000013A02C6ADE80A4244A9'" />
  <var name="CALL_SEQ_NUM" expr="1" />
  <var name="ERROR_CODE" expr="0" />
  <var name="CALLCED" />
  <var name="FROM_EXTVXML0" />
  <var name="FROM_EXTVXML1" />
  <var name="FROM_EXTVXML2" />
  <var name="FROM_EXTVXML3" />
  <var name="DEBUG" expr="1" />
  <property name="com.cisco.media-logging-id" value=
  "'FB2840A51000013A02C6ADE80A4244A9'" />
  <property name="fetchaudiodelay" value="2s" />
  <property name="fetchaudiominimum" value="5s" />

  <form id="GS" scope="dialog">
    <property name="com.cisco.tts-server" value="rtsp://
tts-en-us/synthesizer"/>
    <property name="com.cisco.asr-server" value="rtsp://
asr-en-us/recognizer"/>
```

```
<subdialog name="Server" src="http://10.66.68.169:
```

7000/CVP/en-us/./Server.vxml" >

```
<param name="application" expr="'HelloWorld'"/>

<filled>
    <assign name="document.FROM_EXTVXML0"
expr="Server.FromExtVXML0"/>
    <assign name="document.FROM_EXTVXML1"
expr="Server.FromExtVXML1"/>
    <assign name="document.FROM_EXTVXML2"
expr="Server.FromExtVXML2"/>
    <assign name="document.FROM_EXTVXML3"
expr="Server.FromExtVXML3"/>
    <assign name="document.CALLCED"
expr="Server.caller_input"/>

    <if cond="Server.caller_input == 'system_unavailable'">
        <assign name="ERROR_CODE" expr="40"/>
    <elseif cond="Server.caller_input == 'app_error'"/>
        <assign name="ERROR_CODE" expr="41"/>
    <elseif cond="Server.caller_input == 'app_hangup'"/>
        <assign name="ERROR_CODE" expr="42"/>
    <elseif cond="Server.caller_input == 'suspended'"/>
        <assign name="ERROR_CODE" expr="43"/>
    <elseif cond="Server.caller_input ==
'no_session_error'"/>
        <assign name="ERROR_CODE" expr="44"/>
    </if>
    <goto next="#TrySubmit"/>
</filled>
</subdialog>
```

Nov 14 02:27:11.078: //7471240//HTTPC://httpc_write_stream: Client write
buffer fd(0):

GET /CVP/Server.vxml HTTP/1.1

Host: 10.66.68.169:7000

Content-Type: application/x-www-form-urlencoded

Connection: Keep-Alive

Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream

User-Agent: Cisco-IOS-C3825/15.1

Nov 14 02:27:11.082: HTTP/1.1 404 Not Found

Server: Apache-Coyote/1.1

Content-Type: text/html; charset=utf-8

Content-Length: 1000

Date: Tue, 13 Nov 2012 19:04:11 GMT

```
Nov 14 02:27:11.082: body:
Nov 14 02:27:11.082: <html><head><title>Apache Tomcat/5.5.31 -
Error report</title><style><!--H1 {font-family:Tahoma,Arial,sans-serif;
color:white;background-color:#525D76;font-size:22px;} H2 {font-family:
Tahoma,Arial,sans-serif;color:white;background-color:#525D76;font-size:16px;}
H3 {font-family:Tahoma,Arial,sans-serif;color:white;background-color:#525D76;
font-size:14px;} BODY {font-family:Tahoma,Arial,sans-serif;color:black;
background-color:white;} B {font-family:Tahoma,Arial,sans-serif;color:
white;background-color:#525D76;} P {font-family:Tahoma,Arial,sans-serif;
background:white;color:black;font-size:12px;}A {color : black;}A.name
{color : black;}HR {color : #525D76;}--></style> </head><body>
<h1>HTTP Status 404 - /CVP/Server.vxml</h1><HR size="1" noshade="noshade">
<p><b>type</b> Status report</p><p><b>message</b> <u>/CVP/Server.vxml</u></p>
<p><b>description</b> <u>The requested resource (/CVP/Server.vxml) is not
available.</u></p><HR size="1" noshade="noshade"><h3>Apache Tomcat/5.5.31</h3>
</body></html>
Nov 14 02:27:11.090:
Nov 14 02:27:11.094: //7471240//HTTPC:/httpc_write_stream: Client write
buffer fd(1):
GET /cvp/VBServlet?MSG_TYPE=CALL_RESULT&CALL_ID=
FB2840A51000013A02C6ADE80A4244A9&CALL_SEQ_NUM=1&ERROR_CODE=9 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1
```

Análisis

En el ICM, la variable de UsexVXMLParams se debe fijar a "N" si el servidor VXML está en el flujo de llamada. Si no se fija, el CVP agrega Server.vxml al final del URL que no existe. Como consecuencia, el servidor VXML devuelve un mensaje de error 400 y el código de error 9 de las devoluciones del gateway VXML que significa el URL incorrecto.

Problema 7: SigDigit

El CVP no tiene ninguna ruta para la escritura de la etiqueta VRU después de Prepending SigDigit

```
15:11:26:765 ra-rtr Trace: (139 x 0 : 0 0) NewCall: CID=(150431,214),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
15:11:26:765 ra-rtr Trace: (139 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
15:11:26:765 ra-rtr Trace: (139 x 0 : 0 0) Correlation id for dialog is (9013).
15:11:26:765 ra-rtr Trace: (139 x 9013 : 0 0) TransferToVRU: Label=1234567890,
CorID=9013, VRUID=5000, RCID=5001
15:11:26:765 ra-rtr Trace: (139 x 9013 : 0 0) TransferConnect sent. Dialog pending.
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) ReRoute: Reason=1 CallState=1.
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Dialog handling a reroute request
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Dialog resuming (ReRoute requested.)
```

status (1)

15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) RouteComplete:
15:11:26:776 ra-rtr Trace: Route: CID=(150431,214), Labels=0
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Dialog sending release call message
to Routing Client ID(5001).
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Deleting Dialog.

6218: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4228555991-0268435770-1640145969-
0172115113, Generated a new CVP-ID hdr : FC0AA4D71000013A61C2A4310A4244A9

6219: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Call is missing an RPID header. No survivability in use.

6220: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Stripping 3 sigdigits from 6062003 and saving them as [606]

6221: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
ReqURI (DN) sip:6062003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:
false m_needs_postcallsurvey:false

6222: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL: {
Thrd=DATAI.5} NEW CALL with guid=FC0AA4D71000013A61C2A4310A4244A9
legid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. dn=2003
ani=1231234 uui=null calldate= Tue Nov 13 15:11:26 PST 2012 video=false
cachecallcontext = false is_postcallsurvey = false RouterCallKey =
null RouterCallKeyDay = null RouterCallKeySequenceNumber = null

6223: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSTimestamp)=1352848286935
>>BODY: replyto=true callguid=FC0AA4D71000013A61C2A4310A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgprsrcip=64.104.205.107 calldate= Tue Nov 13 15:11:26 PST 2012
calltypeid=4 localOffset=-480 calllegid=
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=true cursor=-1

2424: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=, locationpkid=,
locationsiteid=, srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
FC0AA4D71000013A61C2A4310A4244A9,, LEGID = null, DNIS = -1, ANI = -1

2425: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 - New call

2426: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=139, sendSeqNo=1, trunkGroupId=100,

```
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=FC0AA4D71000013A61C2A4310A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: FC0AA4D71000013A61C2A4310A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID =
OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2427: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-202-ICM-870} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=139, sendSeqNo=1, label=1234567890,
correlationId=9013, callguid=FC0AA4D71000013A61C2A4310A4244A9, rckey=214,
rcday=150431,
rcseq=0,CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID =
OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2428: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-202-ICM-870} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=9013, command=null,
rckey=214, rcday=150431, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,
DNIS = 2003, ANI = 1231234
6224: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9
LEGID = OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352848286950 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 floatingvars=>>HEADERS:
(JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[, , , , , , , , ]
user.microapp.app_media_lib=.. user.microapp.media_server=http://
10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWritable=true
cursor=-1 dnis=2003 correlationid=9013 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0
RouterCallKeyDay=150431 labeltype=-1 label=12345678909013 localOffset=-480
calllegid=OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWritable=false cursor=-1
6225: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} Prepending SigDigits to label: 606 +
12345678909013
6226: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-3-SIP_
ERROR_SNMP: B2BUA is not configured with a route for making calls to
[60612345678909013].Please add this route. [id:5010]
6227: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-3-SIP_CALL_ERROR:
CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
```

OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Destination URL is null, cannot make the transfer. [id:5004]

6228: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352848286950 >>BODY: callguid=
FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=
Tue Nov 13 15:11:26 PST 2012 label=12345678909013 localOffset=-480 eventid=1
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=true cursor=-1

6229: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Waiting 2000 millisecs before terminating.

2429: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-209-ICM-871} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=CONNECT_FAILURE,
causeCode=NONE,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003,
ANI = 1231234

2430: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-209-ICM-871} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=139,
sendSeqNo=2, eventId=CONNECT_FAILURE, causeCode=NONE,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234

2431: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-208-ICM-872} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=139,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234

2432: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-208-ICM-872} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,
DNIS = 2003, ANI = 1231234

6230: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-210-SIP-5077} MessagingWorker:run: CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=
Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352848286966 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FC0AA4D71000013A61C2A4310A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=false cursor=-1

6231: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-210-SIP-5077} Sending BUS MSG:>>HEADERS:


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(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352848286966 >>BODY: callguid=FC0AA4D71000013A61C2A4310A4244A9
RouterCallKey=214 RouterCallKeySent=true causecode=1 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150431 calldate=Tue Nov 13 15:11:26 PST 2012
label=12345678909013 localOffset=-480 eventid=6 calllegid=
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. >>STATE: isTabular=false
isWriteable=true cursor=-1
2433: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003,
ANI = 1231234
2434: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=139, sendSeqNo=3, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2435: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
31 msec
2436: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 31 msec

```

Análisis

Quando se utiliza SigDigit, el CVP prepends el SigDigit para todas las llamadas salientes del CVP antes de que busque una ruta. Si se utiliza una Static ruta, el CVP debe tener la Static ruta de la escritura de la etiqueta VRU prefijada con SigDigit. Lo mismo es verdad para las rutas del número de la señal de llamada así como del número de extensión del agente. Si un proxy se utiliza en lugar de otro, el proxy debe tener la ruta para la escritura de la etiqueta VRU y el número de la señal de llamada así como la extensión del agente con SigDigits prefijaron.

Problema 8: La aplicación del gateway VXML no se configura para SigDigit

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15:20:34:629 ra-rtr Trace: (141 x 0 : 0 0) NewCall: CID=(150431,216), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
15:20:34:630 ra-rtr Trace: (141 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.
15:20:34:630 ra-rtr Trace: (141 x 0 : 0 0) Correlation id for dialog is (9015).
15:20:34:630 ra-rtr Trace: (141 x 9015 : 0 0) TransferToVRU: Label=1234567890,
CorID=9015, VRUID=5000, RCID=5001
15:20:34:630 ra-rtr Trace: (141 x 9015 : 0 0) TransferConnect sent. Dialog
pending.
15:20:36:173 ra-rtr Trace: Dialog (142) has a correlation id (8909015 8909015)
that is unknown.

```

15:20:36:173 ra-rtr Trace: For message (14) from routing client CVPRC (ID 5001) could not find dialog id (8909015).
15:20:36:173 ra-rtr Trace: Router sending dialog fail reason (11) for dialog (142).
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) CallEventReport: CID=(150431,216), Event=DISCONNECT, DlgEnds=1, FromVRU=0, CallState=1, Cause=CALLED_PARTY_DISCONNECTED
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog (callstate:1) received event(6)(Call disconnected. (Event has dialog end set.))
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog resuming (Call disconnected. (Event has dialog end set.)) status (3)
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog aborted and was deleted.
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Deleting Dialog.

6324: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4229103675-0268435770-0965166893-0172115113, Generated a new CVP-ID hdr : FC13003B1000013A3987472D0A4244A9
6325: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Call is missing an RPID header. No survivability in use.
6326: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Stripping 3 sigdigits from 6062003 and saving them as [606]
6327: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-PARAM: {Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: ReqURI (DN) sip:6062003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:false m_needs_postcallsurvey:false
6328: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} NEW CALL with guid=FC13003B1000013A3987472D0A4244A9 legid=NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. dn=2003 ani=1231234 uui=null calldate=Tue Nov 13 15:20:34 PST 2012 video=false cachecallcontext = false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
6329: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL (JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352848834619 >>BODY: replyto=true callguid=FC13003B1000013A3987472D0A4244A9 ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0 pstnrtrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 15:20:34 PST 2012 calltypeid=4 localOffset=-480 calllegid=NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. >>STATE: isTabular=false isWriteable=true cursor=-1

2476: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-321-ICM-883} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
FC13003B1000013A3987472D0A4244A9,, LEGID = null, DNIS = -1, ANI = -1
2477: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-321-ICM-883} CALLGUID =
FC13003B1000013A3987472D0A4244A9 - New call
2478: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-321-ICM-883} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=141,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=FC13003B1000013A3987472D0A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
FC13003B1000013A3987472D0A4244A9, user.cvp_server_info: 10.66.68.169,,
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234
2479: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-322-ICM-884} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT],
dialogueId=141, sendSeqNo=1, label=1234567890, correlationId=9015,
callguid=FC13003B1000013A3987472D0A4244A9, rckey=216, rcday=150431,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk.,
DNIS = 2003, ANI = 1231234
2480: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-322-ICM-884} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=9015, command=null,
rckey=216, rcday=150431, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234
6330: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND] Handling
CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=Topic
(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352848834619 (ServerID)=

```
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FC13003B1000013A3987472D0A4244A9 RouterCallKey=216 floatingvars=>>
HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[, , , , , , , , ]
user.microapp.app_media_lib=.. user.microapp.media_server=
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWritable=true
cursor=-1 dnis=2003 correlationid=9015 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150431
labeltype=-1 label=12345678909015 localOffset=-480
calllegid=NjE0M2E1ZDaxZTRjZjRlNzYzYzgxNTE3YjBjMmYwOTk.
>>STATE: isTabular=false isWritable=false cursor=-1
6331: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Prepending SigDigits to label: 606
+ 12345678909015
6332: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Static route matched 60612345678909015
to StaticRoute: patterns like 6061234567890> will route to 10.66.75.241
6333: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Using Local Static Route for
sip:60612345678909015@10.66.75.241
6334: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Found an incoming CISCO-GUID hdr :
4229103675-0268435770-0965166893-0172115113, Found an existing CVP-ID
hdr: FC13003B1000013A3987472D0A4244A9
6335: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
INVITE TO <sip:60612345678909015@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
6336: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Invitation proceeding 100
6337: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Invitation accepted - ack'ing
6338: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.
6339: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-325-SIP-5141} CALLGUID =
FC13003B1000013A3987472D0A4244A9 LEGID =
```

NjE0M2E1ZDAXZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Updated by :
CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]: with
event type INV_ACCEPTED
6340: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-325-SIP-5141} CALLGUID =
FC13003B1000013A3987472D0A4244A9 LEGID =
NjE0M2E1ZDAXZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Send the 200
OK back to caller with SDP of this dialog.
6341: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-325-SIP-5141} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352848834635 >>BODY: callguid=
FC13003B1000013A3987472D0A4244A9 RouterCallKey=216 RouterCallKeySent=
false causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
15:20:34 PST 2012 label=12345678909015 localOffset=-480 eventid=4
calllegid=FC13003B1000013A3987472D0A4244A9-1352848834619155
>>STATE: isTabular=false isWriteable=true cursor=-1
2481: 10.66.68.169: Nov 13 2012 15:20:34.651 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-326-ICM-885} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=ANSWER, causeCode=NONE,, LEGID = null,
DNIS = 2003, ANI = 1231234
2482: 10.66.68.169: Nov 13 2012 15:20:34.651 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-326-ICM-885} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=141,
sendSeqNo=2, eventId=ANSWER, causeCode=NONE,, LEGID =
NjE0M2E1ZDAXZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234
6342: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDAXZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. -
[INBOUND]: DsSipInviteDialog ack'ed
6343: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-327-SIP-5142} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Updated by : CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
NjE0M2E1ZDAXZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: with event
type INV_ACKED
6344: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-327-SIP-5142} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Acked the invite.
1716: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from

10.66.75.241: { CALL_ID=FC13003B1000013A3987472D0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=
60612345678909015, CALL_LEGID=FC13003B1000013A3987472D0A4244A9-
1352848834619155@10.66.68.169, CALL_UII=, VERSION=CVP_9_0_1_0_0_0_634,
ERROR_CODE=NONE(0), CALL_ANI=sip:1231234@10.66.68.169:5060 }
1717: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FC13003B1000013A3987472D0A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
1718: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FC13003B1000013A3987472D0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml,
CALL_DNIS=60612345678909015, CALL_UII=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
1719: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:addCall:
CALLGUID=FC13003B1000013A3987472D0A4244A9 Added IVRCall
(DNIS=60612345678909015 client: 10.66.75.241) to CallSession at slot: 0
1720: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015
Publishing NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL
>>BODY: replyto=true uui= callguid=FC13003B1000013A3987472D0A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=60612345678909015
timezone=America/Los_Angeles mediatype=A version=CVP_9_0
calldate=Tue Nov 13 15:20:36 PST 2012 location= calltypeid=5
localOffset=-480 calllegid= >>STATE: isTabular=false isWriteable=true
cursor=-1
2483: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext: ,
user.media.id: FC13003B1000013A3987472D0A4244A9,, LEGID = null,
DNIS = 2003, ANI = 1231234
2484: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-328-ICM-886} CALLGUID =
FC13003B1000013A3987472D0A4244A9 - Correlation ID routed call
2485: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=142, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,
serviceId=2, uui=, correlationId=8909015, location=, locationpkid=,

pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060
2486: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Processing ,, [ICM_DIALOGUE_FAILURE_EVENT],
dialogueId=142, sendSeqNo=1, errorCode = E_UNSPECIFIED_FAILURE,,
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060
2487: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Publishing ,, [MsgBus:DIALOGUE_FAILURE],
ssId=SYS_IVR1, errorCode=E_UNSPECIFIED_FAILURE,, LEGID = , DNIS =
60612345678909015, ANI = sip:1231234@10.66.68.169:5060
1721: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=
FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015 Received Call
message : >>HEADERS: (JMSType)=MsgBus:DIALOGUE_FAILURE (JMSTimestamp)=
Topic(CVP.ICM.CC.EVENT.SYS_IVR1) (JMSTimestamp)=1352848836164 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015 errorcode=15
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=false cursor=-1
1722: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-330-IVR-214} DialogFailureTask:generateResponse:
CALLGUID=FC13003B1000013A3987472D0A4244A9 ErrorResponse generated -
StatusCode: 15
1723: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
Removing CALLGUID: FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015
due to exception in CallNewHandler. (Client: 10.66.75.241) Received ICM
DialogFailure response for new call request. DialogFailure StatusCode: 15
HTTP req: { CALL_ID=FC13003B1000013A3987472D0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml,
CALL_DNIS=60612345678909015, CALL_UII=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 } [id:3023]
1724: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:removeCallByDNIS:
CALLGUID=FC13003B1000013A3987472D0A4244A9 Removed IVRCall from CallSession
(DNIS=60612345678909015 eventId: 6 causeCode: 1). Removed from slot: 0
1725: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendCallStateEvent:
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015
Publishing CallStateEvent message: >>HEADERS: (JMSType)=MsgBus:CALL_STATE_EVENT
>>BODY: callguid=FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles
version=CVP_9_0 calldate= Tue Nov 13 15:20:36 PST 2012 localOffset=-480
calllegid= eventId=6 >>STATE: isTabular=false isWriteable=true cursor=-1

1726: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} IVRSubSystem:checkInLicense: Released license
for call: FC13003B1000013A3987472D0A4244A9 - PortCheckinStatus=
PORT_CHECKIN_OK_PORT_STILL_IN_USE

2488: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_IVR1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060

2489: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Publishing ,, [ICM_EVENT_REPORT],
dialogueId=142, sendSeqNo=2, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = , DNIS = 60612345678909015,
ANI = sip:1231234@10.66.68.169:5060

2490: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
545 msec

6345: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]
DURATION (msecs) = 2138 - DIALOG TERMINATED. Reason: Q.850;cause=16

6346: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5143} CALLGUID =
FC13003B1000013A3987472D0A4244A9 LEGID =
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Updated by :
CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
with event type TERMINATED

6347: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Waiting
2000 millisecs before terminating.

6348: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352848838769 >>BODY: callguid=FC13003B1000013A3987472D0A4244A9
RouterCallKey=216 RouterCallKeySent=true causecode=13
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13 15:20:38 PST 2012
label=12345678909015 localOffset=-480 eventId=6 calllegid=
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. >>STATE: isTabular=false
isWriteable=true cursor=-1

6349: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND] DURATION
(msecs) = 4150 - HANGUP with Call History12345678909015|-1;
2491: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=CALLED_PARTY_DISCONNECTED,,
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003,
ANI = 1231234
2492: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=141,
sendSeqNo=3, eventId=DISCONNECT, causeCode=CALLED_PARTY_DISCONNECTED,,
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003,
ANI = 1231234
2493: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 4 secs,
150 msecs
2494: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID =
FC13003B1000013A3987472D0A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,
4 secs, 150 msecs
2495: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = FC13003B1000013A3987472D0A4244A9 - Call will not be cached for
post call survey
6350: 10.66.68.169: Nov 13 2012 15:20:40.781 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]:
Terminated with Q.850;cause=16

Nov 14 06:43:34.433: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:60612345678909015@10.66.75.241;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKQENBfGhCcJHHe9DrxXkw~~1082
Max-Forwards: 69
To: <sip:60612345678909015@10.66.75.241;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
CSeq: 1 INVITE
Content-Length: 217
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60

User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE, ACK, CANCEL, OPTIONS, BYE, REFER, NOTIFY, MESSAGE, SUBSCRIBE, INFO
Cisco-Guid: 4229103675-0268435770-0965166893-0172115113
Cisco-Gucid: FC13003B1000013A3987472D0A4244A9
Supported: replaces
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=- 12997347689083860 1 IN IP4 64.104.205.107
s=CounterPath X-Lite 5.0.0
c=IN IP4 64.104.205.107
b=AS:1638
t=0 0
m=audio 5062 RTP/AVP 0 8 101
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=sendrecv

Nov 14 06:43:34.445: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 100 Trying
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKQENBfGhCcJHHe9DrxXkw~~1082
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88
To: <sip:60612345678909015@10.66.75.241;transport=tcp>
Date: Wed, 14 Nov 2012 06:43:34 GMT
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
CSeq: 1 INVITE
Allow-Events: kpml, telephone-event
Server: Cisco-SIPGateway/IOS-12.x
Content-Length: 0

Nov 14 06:43:34.449: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 200 OK
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKQENBfGhCcJHHe9DrxXkw~~1082
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88
To: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD
Date: Wed, 14 Nov 2012 06:43:34 GMT
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
CSeq: 1 INVITE
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,
NOTIFY, INFO, REGISTER
Allow-Events: kpml, telephone-event
Contact: <sip:60612345678909015@10.66.75.241:5060;transport=tcp>

Supported: replaces
Supported: sdp-anat
Server: Cisco-SIPGateway/IOS-12.x
Supported: timer
Content-Type: application/sdp
Content-Disposition: session;handling=required
Content-Length: 179

v=0
o=CiscoSystemsSIP-GW-UserAgent 2066 1053 IN IP4 10.66.75.241
s=SIP Call
c=IN IP4 10.66.75.241
t=0 0
m=audio 17154 RTP/AVP 0
c=IN IP4 10.66.75.241
a=rtpmap:0 PCMU/8000

Nov 14 06:43:34.505: //7471254//HTTTPC://httpc_write_stream:
Client write buffer fd(0):>
GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=60612345678909015
&CALL_ANI=sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_
VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=
FC13003B1000013A3987472D0A4244A9&CALL_LEGID=
FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169&CALL_UII=
&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
Use**MSG 61076 TRUNCATED**
MSG 61076 CONTINUATION #01r-Agent: Cisco-IOS-C3825/15.1

Nov 14 06:43:34.577: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
ACK sip:60612345678909015@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKQENBfGhCcJHHe9DrxXkw~~1083
Max-Forwards: 70
To: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
CSeq: 1 ACK
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 14 06:43:35.325: HTTP/1.1 200 OK

Server: Apache-Coyote/1.1

Content-Type: text/xml;charset=ISO-8859-1

Transfer-Encoding: chunked

Date: Tue, 13 Nov 2012 23:20:35 GMT

Connection: close

GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=60612345678909015&CALL_UII=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.vxml&
CLIENT_TYPE=IOS&CALL_ID=FC13003B1000013A3987472D0A4244A9&ERROR_CODE=0 HTTP/1.1

Host: 10.66.68.169:8000

Content-Type: application/x-www-form-urlencoded

Connection: close

Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream

User-Agent: Cisco-IOS-C3825/15.1

Nov 14 06:43:35.981: Message Response Code: 500

Nov 14 06:43:35.981: Message Rsp Decoded Headers:

Nov 14 06:43:35.981: Date:Tue, 13 Nov 2012 23:20:36 GMT

Nov 14 06:43:35.981: Transfer-Encoding:chunked

Nov 14 06:43:35.981: Content-Type:text/html;charset=ISO-8859-1

Nov 14 06:43:35.981: Connection:close

Nov 14 06:43:35.981: headers:

Nov 14 06:43:35.981: HTTP/1.1 500 Internal Server Error

Server: Apache-Coyote/1.1

SVR_STATE: RUNNING

QUERY_STR: MSG_TYPE=CALL_NEW&CALL_DNIS=60612345678909015&CALL_UII=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=FC13003B1000013A3987472D0A4244A9&ERROR_CODE=0

Content-Type: text/html;charset=ISO-8859-1

Transfer-Encoding: chunked

Date: Tue, 13 Nov 2012 23:20:36 GMT

Connection: close

Sent: ` swwwwwwwww

BYE sip:1231234@10.66.68.169:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C8EC78

From: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD

To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88

Date: Wed, 14 Nov 2012 06:43:34 GMT

Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169

User-Agent: Cisco-SIPGateway/IOS-12.x

Max-Forwards: 70
Timestamp: 1352875416
CSeq: 101 BYE
Reason: Q.850;cause=16
P-RTP-Stat: PS=0,OS=0,PR=89,OR=14240,PL=0,JI=0,LA=0,DU=1
Content-Length: 0

Nov 14 06:43:36.565: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:

Received:

SIP/2.0 200 Ok

Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C8EC78

To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88

From: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD

Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169

CSeq: 101 BYE

Content-Length: 0

Análisis

Si SigDigit es funcionando y el CVP ha configurado correctamente una ruta para ella, la llamada llega en el gateway VXML con el DNIS como la escritura de la etiqueta de SigDigits + VRU + identificación de la correlación además del llamar-número “entrante” del dial peer que debe hacer juego la combinación antedicha, la carga inicial también se debe configurar con SigDigit. Si no se configura, cuando el gateway VXML envía el nuevo pedido de HTTP de la llamada al CVP, no elimina los dígitos, así que el CVP envía la correlación incorrecta ID basada en la “longitud máxima de DNIS” al ICM. Por lo tanto, la llamada falla eventual.

Problema 9: El CallManager consigue la escritura de la etiqueta incorrecta VRU para transferir

```
15:56:52:199 ra-rtr Trace: (65557 x 0 : 0 0) NewCall: CID=(150431,224),
DN=2002, ANI=1753, CED=, RCID=5000, MRDID=1, CallAtVRU=0, OpCode=0
15:56:52:199 ra-rtr Trace: (65557 x 0 : 0 0) Correlation id for dialog
is (9025).
15:56:52:199 ra-rtr Trace: (65557 x 9025 : 0 0) TransferToVRU:
Label=9876543210, CorID=9025, VRUID=5000, RCID=5000
15:56:52:199 ra-rtr Trace: (65557 x 9025 : 0 0) TransferConnect sent.
Dialog pending.
15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog timed out callstate
is :(1).
15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog resuming (Script
Node timed out.) status (2)
15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) RouteComplete:
15:57:11:869 ra-rtr Trace: Route: CID=(150431,224), Labels=0
15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog sending release
call message to Routing Client ID(5000).
15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Deleting Dialog.
```

15:56:52:557 PG1A-jgw1 Trace: new MyCID: 82
15:56:52:557 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242254 (465038/1) Addr:
2002 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN CurCalled: 2002
CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753 Called: 2002 Cause: NORMAL
15:56:52:557 PG1A-jgw1 Trace: MyConnection() address:2002 type:INTERNAL
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated::new MyDestMyConnection()
MyConn: GenID: 170 IDVal: 31082793 Dev: 2002/0 Ext: 2002 DevTgStr:
Addr: 2002 State: INPROGRESS CCState: OFFERED prevCCState: UNKNOWN loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: CallCtlConnOfferedEv CID: 17242254 Addr: 2002
Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
15:56:52:557 PG1A-jgw1 Trace: After setting DevTgDevStrMyConn: GenID: 170
IDVal: 31082793 Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State:
INPROGRESS CCState: OFFERED prevCCState: DIALING loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: MyConn: GenID: 170 IDVal: 31082793 Dev: 2002/0
Ext: 2002 DevTgStr: 1753 Addr: 2002 State: INPROGRESS CCState: OFFERED
prevCCState: DIALING loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated: Setting
Unique ID: 000000000007188E01DA492900000000 to Mycall object
15:56:52:557 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242254 (465038/1)
Addr: 1753 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN CurCalled: 2002
CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753 Called: 2002 Cause: NORMAL
15:56:52:557 PG1A-jgw1 Trace: MyConnection() address:1753 type:INTERNAL
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated::new CallingAddrMyConnection()
MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753 DevTgStr: Addr: 1753
State: CONNECTED CCState: ESTABLISHED prevCCState: UNKNOWN loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated CID: 17242254 set
mySourceConnection
15:56:52:557 PG1A-jgw1 Trace: CallCtlConnEstablishedEv CID: 17242254
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
15:56:52:557 PG1A-jgw1 Trace: MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753
DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED prevCCState:
ESTABLISHED loggedIn: N
15:56:52:559 PG1A-jgw1 Trace: RouteEvent State: ROUTE Cause: NO_ERROR
SessRteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15
CurrRteAddr: 2002
Algorithm: SELECT_NORMAL SetupInfo None
15:56:52:559 PG1A-jgw1 Trace: myCall getCallingAddressPI true
15:56:52:560 PG1A-jgw1 Trace: Sending originate before confirmation
CID: 17242254 after 3 milsecs
15:56:52:560 PG1A-jgw1 Trace: MsgRouteRequest: CID: 17242254 XRefID: 1
ConnDevID: 1753/0 CallingDev: 1753 CurrentRoute: 2002
UniqueID: 000000000007188E01DA492900000000
15:56:52:565 PG1A-jgw1 Trace: MsgRouteSelect: XRefID: 1 RouteSelected:
9876543210

```
15:56:52:568 PG1A-jgw1 Trace: Calling selectRoute[CRefID: 1](9876543210,
DEFAULT_SEARCH_SPACE) ...
15:56:52:666 PG1A-jgw1 Trace: ReRouteEvent State: RE_ROUTE XRefID: 1
Cause: INVALID_DESTINATION RteAddr: 2002
15:56:52:666 PG1A-jgw1 Trace: selectRoute[CRefID: 1](9876543210,
DEFAULT_SEARCH_SPACE) returned in 98 milsecs
15:56:56:674 PG1A-jgw1 Trace: RouteEndEvent State: ROUTE_END XRefID: 1
Cause: INVALID_DESTINATION RteAddr: 2002
15:56:56:675 PG1A-jgw1 Trace: MsgRouteEndEvent: XRefID: 1 ErrorValue: 70
15:56:56:675 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242254 Addr: 1753
Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: CAUSE_USERBUSY Cause:
BUSY State: DISCONNECTED CCState: DISCONNECTED
15:56:56:675 PG1A-jgw1 Trace: MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753
DevTgStr: Addr: 1753 State: DISCONNECTED CCState: DISCONNECTED prevCCState:
ESTABLISHED loggedIn: N
15:56:56:675 PG1A-jgw1 Trace: Warning: dropping connection cleared for
CID: 17242254 because delivered initiated was never sent.
```

Análisis

Mientras que el CVP PG debe tener la red VRU configurada, el CUCM PG no debe tener la red VRU configurada. Si se configura, el ICM asume que puede soportar la correlación ID que no lo hace CUCM. Como consecuencia, cuando el JTapi Gateway (JGW) consigue el mensaje recibe solamente la escritura de la etiqueta VRU, no la correlación ID añadida al final del fichero. La llamada falla. Sin embargo, si no se configura ninguna red VRU, el JGW consigue la ruta como la “escritura de la etiqueta + correlación ID VRU”.

Problema 10: El CallManager no prepend SigDigit a la escritura de la etiqueta VRU

```
16:03:52:377 ra-rtr Trace: (65558 x 0 : 0 0) NewCall: CID=(150431,225),
DN=2002, ANI=1753, CED=, RCID=5000, MRDID=1, CallAtVRU=0, OpCode=0
16:03:52:377 ra-rtr Trace: (65558 x 0 : 0 0) Correlation id for dialog
is (9026).
16:03:52:377 ra-rtr Trace: (65558 x 9026 : 0 0) TransferToVRU:
Label=9876543210, CorID=9026, VRUID=5000, RCID=5000
16:03:52:377 ra-rtr Trace: (65558 x 9026 : 0 0) TransferConnect sent.
Dialog pending.
16:03:52:406 ra-rtr Trace: Dialog (150) has a correlation id (6 6)
that is unknown.
16:03:52:406 ra-rtr Trace: For message (14) from routing client CVPRC
(ID 5001) could not find dialog id (6).
16:03:52:406 ra-rtr Trace: Router sending dialog fail reason (11) for
dialog (150).

16:03:52:736 PG1A-jgw1 Trace: new MyCID: 83
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated: Setting Unique ID:
```

00000000007188F01DA492C00000000 to Mycall object
16:03:52:736 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242255 (465039/1)
Addr: 2002 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN
CurCalled: 2002 CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753
Called: 2002 Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: MyConnection() address:2002 type:INTERNAL
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated::new MyDestMyConnection()
MyConn: GenID: 172 IDVal: 31082796 Dev: 2002/0 Ext: 2002 DevTgStr: Addr:
2002 State: INPROGRESS CCState: OFFERED prevCCState: UNKNOWN loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: CallCtlConnOfferedEv CID: 17242255 Addr: 2002
Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: handleCallCtlConnOffered CID: 17242255
Connections created in a reverse order
16:03:52:736 PG1A-jgw1 Trace: handleCallCtlConnOffered CID: 17242255 set
myDestConnection
16:03:52:736 PG1A-jgw1 Trace: After setting DevTgDevStrMyConn: GenID: 172
IDVal: 31082796 Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State:
INPROGRESS CCState: OFFERED prevCCState: DIALING loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: MyConn: GenID: 172 IDVal: 31082796
Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State: INPROGRESS
CCState: OFFERED prevCCState: DIALING loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated: Setting Unique ID:
00000000007188F01DA492C00000000 to Mycall object
16:03:52:736 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242255 (465039/1)
Addr: 1753 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN
CurCalled: 2002 CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753
Called: 2002 Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: MyConnection() address:1753 type:INTERNAL
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated::new
CallingAddrMyConnection() MyConn: GenID: 173 IDVal: 0 Dev: 1753/0
Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED
prevCCState: UNKNOWN loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated CID: 17242255 set
mySourceConnection
16:03:52:736 PG1A-jgw1 Trace: CallCtlConnEstablishedEv CID: 17242255
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0
Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED
prevCCState: ESTABLISHED loggedIn: N
16:03:52:737 PG1A-jgw1 Trace: RouteEvent State: ROUTE Cause: NO_ERROR
SessRteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15
CurrRteAddr: 2002 Algorithm: SELECT_NORMAL SetupInfo None
16:03:52:737 PG1A-jgw1 Trace: myCall getCallingAddressPI true
16:03:52:737 PG1A-jgw1 Trace: Sending originate before confirmation
CID: 17242255 after 1 milsecs

16:03:52:737 PG1A-jgw1 Trace: MsgRouteRequest: CID: 17242255 XRefID: 2
ConnDevID: 1753/0 CallingDev: 1753 CurrentRoute: 2002
UniqueID: 00000000007188F01DA492C00000000
16:03:52:743 PG1A-jgw1 Trace: MsgRouteSelect: XRefID: 2
RouteSelected: 98765432109026
16:03:52:743 PG1A-jgw1 Trace: Calling selectRoute[CRefID: 2]
(98765432109026, DEFAULT_SEARCH_SPACE) ...
16:03:52:773 PG1A-jgw1 Trace: RouteUsedEvent State: ROUTE_USED XRefID: 2
Cause: NO_ERROR RteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15
Domain: FALSE RteUsedAddr: 98765432109026
16:03:52:773 PG1A-jgw1 Trace: RouteEndEvent State: ROUTE_END XRefID: 2
Cause: NO_ERROR RteAddr: 2002
16:03:52:773 PG1A-jgw1 Trace: MsgRouteEndEvent: XRefID: 2 ErrorValue: 0
16:03:52:773 PG1A-jgw1 Trace: selectRoute[CRefID: 2](98765432109026,
DEFAULT_SEARCH_SPACE) returned in 30 milsecs
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0
Ext: 1753 DevTgStr: Addr: 1753 State: DISCONNECTED CCState: DISCONNECTED
prevCCState: ESTABLISHED loggedIn: N
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255
Addr: 2002 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 172 IDVal: 31082796 Dev: 2002/0
Ext: 2002 DevTgStr: 1753 Addr: 2002 State: DISCONNECTED CCState: DISCONNECTED
prevCCState: DIALING loggedIn: N
16:03:52:775 PG1A-jgw1 Trace: CallInvalidEv CID: 17242255 CiscoCause: UNKNOWN
MetaCode: META_CALL_ENDING CiscoFeatureReason: REASON_REDIRECT
16:03:52:775 PG1A-jgw1 Trace: MsgCallCleared: CID: 17242255 ConnDevID: /0
LocConnInfo: -1 Cause: 1015 Unique ID: 00000000007188F01DA492C00000000
16:03:52:775 PG1A-jgw1 Trace: CallObservationEndedEv CID: 17242255

6526: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Found an incoming CISCO-GUID hdr : 1621710080-0000065536-
0000000034-2739159562, Generated a new CVP-ID

hdr : 60A95500000100000000022A344420A

6527: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =
60a95500-a314dfb-22-a344420a - [INBOUND]: Display Name [] Is Using
Survivability [false] CallServer build CVP_9_0_1_0_0_0_634

6528: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =
60a95500-a314dfb-22-a344420a - [INBOUND]: Stripping 3 sigdigits from

98765432109026 and saving them as [987]

6529: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =
60a95500-a314dfb-22-a344420a - [INBOUND]: ReqURI (DN)
sip:98765432109026@10.66.68.169:5060 FromURI sip:1753@10.66.68.163
Video:false m_needs_postcallsurvey:false

6530: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} NEW CALL with guid=60A95500000100000000022A344420A
legid=60a95500-a314dfb-22-a344420a dn=65432109026 ani=1753 uui=null
calldate= Tue Nov 13 16:03:52 PST 2012 video=false cachecallcontext =
false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay =
null RouterCallKeySequenceNumber = null

6531: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352851432269
>>BODY: replyto=true callguid=60A95500000100000000022A344420A
ani=1753 dnis=65432109026 timezone=America/Los_Angeles
version=CVP_9_0 pstntrkgrpsrcip=10.66.68.163 calldate=
Tue Nov 13 16:03:52 PST 2012 calltypeid=4 localOffset=-480
calllegid=60a95500-a314dfb-22-a344420a >>STATE: isTabular=false
isWriteable=true cursor=-1

2610: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A95500000100000000022A344420A,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.163, pstntrunkgroupid=10.66.68.163 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
60A95500000100000000022A344420A,, LEGID = null, DNIS = -1, ANI = -1

2611: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A95500000100000000022A344420A
- Correlation ID routed call

2612: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A95500000100000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Publishing ,,
[ICM_REQUEST_INSTRUCTION], dialogueId=150, sendSeqNo=1,
trunkGroupId=200, trunkNumber=0, serviceId=2, uui=,
correlationId=6, location=, locationpkid=, pstntrunkgroupid=
10.66.68.163 , pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = 60a95500-a314dfb-22-a344420a, DNIS = 65432109026, ANI = 1753

2613: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-85-ICM-925} CALLGUID = 60A95500000100000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Processing ,,
[ICM_DIALOGUE_FAILURE_EVENT], dialogueId=150, sendSeqNo=1,
errorCode = E_UNSPECIFIED_FAILURE,, LEGID = 60a95500-a314dfb-22-a344420a,

```

DNIS = 65432109026, ANI = 1753
2614: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-85-ICM-925} CALLGUID = 60A955000001000000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Publishing ,,
[MsgBus:DIALOGUE_FAILURE],    ssId=SYS_SIP1,
errorCode=E_UNSPECIFIED_FAILURE,, LEGID = 60a95500-a314dfb-22-a344420a,
DNIS = 65432109026, ANI = 1753
6532: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = 60A955000001000000000022A344420A
LEGID = 60a95500-a314dfb-22-a344420a - [INBOUND] - DIALOGUE_FAILURE from
ICM Router sends 404 rejection to call. errorcode=15 [id:5004]
6533: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-86-SIP-5317} Sending BUS MSG:>>HEADERS: (JMSType)=
MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352851432285 >>BODY: callguid=
60A955000001000000000022A344420A RouterCallKeySent=false causecode=1
timezone=America/Los_Angeles version=CVP_9_0 calldate=Tue Nov 13 16:03:52
PST 2012 localOffset=-480 eventid=6 calllegid=60a95500-a314dfb-22-a344420a
>>STATE: isTabular=false isWriteable=true cursor=-1
6534: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-86-SIP-5317} CALLGUID =
60A955000001000000000022A344420A LEGID = 60a95500-a314dfb-22-a344420a -
[INBOUND] DURATION (msecs) = 16 - HANGUP with Call History
6535: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID =
60A955000001000000000022A344420A LEGID = 60a95500-a314dfb-22-a344420a -
[INBOUND] - ABNORMALLY ENDING - SIP code [404], Reason Hdr
[SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [65432109026], ANI [1753] with AGE
(msecs) 16 and Call History : [id:5004]

```

Análisis

Si el CVP se configura para SigDigit, elimina varios dígitos del número al que se llamó. Cuando CUCM envía la llamada con la “escritura de la etiqueta + la correlación ID VRU”, el CVP elimina algunos dígitos desde el principio. El resultado es que la correlación incorrecta ID está enviada al ICM. En este caso, el ICM envía la escritura de la etiqueta 9876543210 VRU y la correlación ID 9026. CUCM envía la llamada al CVP como 98765432109026. El CVP se configura para SigDigit = 3. El CVP saca 987 como SigDigit. Entonces parte la escritura de la etiqueta VRU y la correlación ID basada en el Largo máximo del DNIS que es 10. de 65432109026, la correlación ID se convierte en 6 que es lo que envía el CVP al ICM. Y como se esperaba, el ICM vuelve la correlación desconocida ID 6, y mide el tiempo hacia fuera para la correlación ID 9026. En este caso, el patrón de ruta CUCM debe prefijar SigDigit (en este caso 606) a la ruta de la escritura de la etiqueta VRU al CVP.

Conclusión

Puede ser que parezca difícil a veces resolver problemas “envía al VRU” o “ejecute el script extensión”, pero puede ser fácil si se sigue el acercamiento correcto. Debido a la dependencia en las aplicaciones múltiples, puede ser que le requiera pasar a través de los registros/de las trazas de los dispositivos múltiples. Aquí están los pasos lógicos a seguir:

1. Comience con los registros del router. Determine si el router asignó un nivel VRU y/o el script VRU para ejecutarse.
2. Marque el CVP abre una sesión la orden para determinar hasta dónde en el flujo de mensajes es la llamada.

Estos dos pasos dan proporcionan una comprensión muy buena del estado de la llamada y le llevan al siguiente paso, que es si hacer el debug del gateway del [®] VXML del Cisco IOS, servidor VXML, y así sucesivamente.