

# Étape d'OnException de pratique recommandée en script UCCX

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## Introduction

Ce document décrit comment configurer l'étape d'**OnException Goto** dans un script d'Unified Contact Center Express (UCCX).

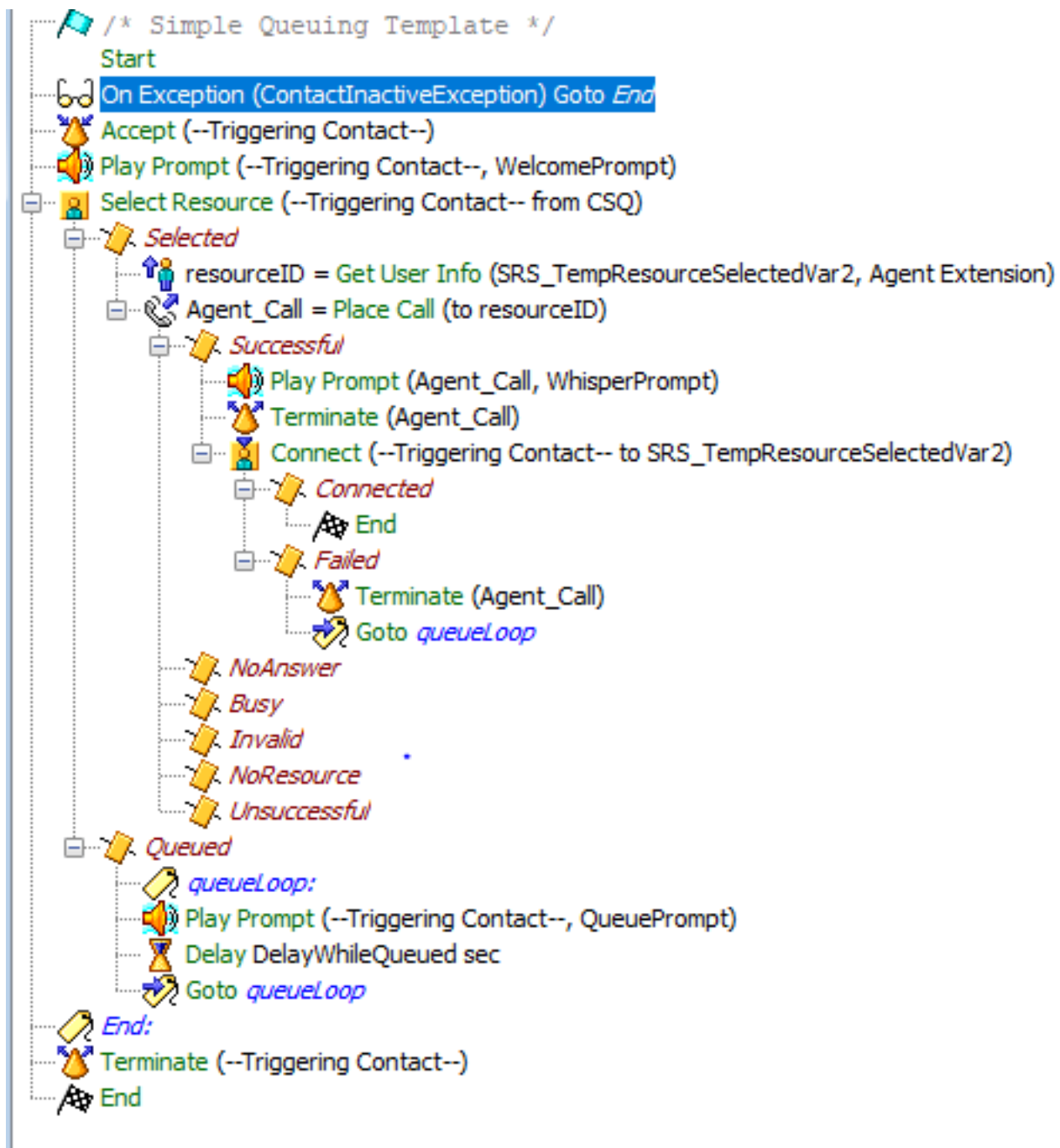
Les problèmes vus dans beaucoup d'écoulements d'appel sont provoqué par par une utilisation incorrecte de cette étape. Cette pratique recommandée vise à empêcher des questions à l'écoulement d'appel et au niveau d'engine tout en utilisant cette caractéristique.

## Problème

L'**OnException** pour un **ContactInactiveException** est utilisé pour des scénarios où vous déconnectez déjà l'appel (plus active), c.-à-d. terminés à l'extrémité.

Ces images affichent une manière courante de configurer cette étape et d'avoir le point d'étape de **Goto à la fin** du script.

Cependant, référez-vous à cette image dans les scénarios incorrects, l'étape de **terminaison** est utilisé après que l'étiquette d'extrémité, pour déjà une déconnexion de l'appel.



Ce qui se produit est, quand vous déconnectez l'appel tandis que le script est exécuté, l'**OnException** que l'étape obtient exécuté 1000 fois et génère une alerte (« nombre maximal des étapes atteintes : 1000»). Bien que cette erreur n'affecte pas l'engine ou la production, c'est un problème sur l'engine, et il génère une alerte.

La raison est cela qui termine un appel qui est déjà inactif (chuté par l'interlocuteur) fait produire un autre **ContactInactiveException**.

Essentiellement, entrer en contact avec les exceptions inactives est continuellement fait une boucle et généré, qui fait produire plus d'exceptions. C'est une boucle d'exception.

Ces logs affichent la question :

```
// application getting triggered//
```

Line 1999: Trigger:  
ContactApplicationTrigger[time=1526359880518,locale=en\_US,cfg=JTAPITriggerConfig[schema=ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI  
Trigger,name=3014804565,type=Cisco JTAPI  
Trigger,appName=Clinical\_Center\_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en\_US,parms={},taskGroups=[],controlClass=class  
com.cisco.call.CallControlChannel,controlGroupId=7,contactGroups=[GroupInfo[class=com.cisco.dialog.DialogChannel,id=0]],dn=3014804565,redirectCSS=default,cmDeviceName=ClinicalCAdmin,cmDeviceInvalid=false,cmDescription=Clinical Center Admin,cmDevicePoolUUID={ED1A849A-1601-36F6-3254-25D867408A73},cmDevicePoolName=CIT\_UCCX\_DP,cmCallingSearchSpaceUUID=,cmCallingSearchSpaceName=None,cmLocationUUID={29C5C1C4-8871-4D1E-8394-0B9181E8C54D},cmLocationName=Hub\_None,cmPartitionUUID={11C5CF59-66A5-02E4-9A1B-A5B2853B9127},cmPartitionName=All-Phones\_pt,cmVoiceMailProfileUUID=,cmVoiceMailProfileName=None,cmCallPickUpGroupUUID=,cmCallPickUpGroupName=,cmDisplay=...

Line 2001: ID: 29000007909

Line 2099: 1934897: May 15 00:51:20.521 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Start

Line 2101: 1934899: May 15 00:51:20.521 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : On Exception(ContactInactiveException) Goto End

Line 2139: 1934937: May 15 00:51:20.524 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Delay 1 sec

Line 2142: 1934940: May 15 00:51:21.525 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Accept (--Triggering Contact--)

// Customer disconnecting the call//

Line 2257: 1935055: May 15 00:51:36.481 EDT %MIVR-SS\_TEL-7-UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2951-77-2-TERM\_CONN\_EV:2951] RequestImpl: CallID:3586  
MediaId:11102124/2 Task:29000007909 gets TermConnDroppedEv, meta code:132, cause code:100

Line 2258: 1935056: May 15 00:51:36.481 EDT %MIVR-SS\_TEL-7-UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2951-77-2-TERM\_CONN\_EV:2951] RequestImpl: CallID:3586  
MediaId:11102124/2 Task:29000007909, TerminalConnection to Terminal: ClinC\_2951 is DROPPED, 11102124/2

// call is ended and call loops and END step is executed for 1000 times and RTMT alert is generated for the disconnected call//

Line 2260: 1935058: May 15 00:51:36.488 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : End:

Line 3260: 1936058: May 15 00:51:36.569 EDT %MIVR-ENG-7-UNK:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Terminate (--Triggering Contact--)

Line 3261: 1936059: May 15 00:51:36.573 EDT %MIVR-APP\_MGR-3-TASK\_ABORTED:[MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFWorkflowAppDebugTaskWrapper: Application task aborted:  
Application=App[name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,desc=Clinical\_Center\_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2015-01-13  
23:42:42.0,recordId=131,desc=Clinical\_Center\_Admin,name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter\_ADMIN.aef],defaultScript=,vars=[],defaultVars=null]]],Application  
Trigger=ContactApplicationTrigger[time=1526359880518,locale=en\_US,cfg=JTAPITriggerConfig[schema=ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI  
Trigger,name=3014804565,type=Cisco JTAPI  
Trigger,appName=Clinical\_Center\_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en\_US,parms={},taskGroups=[],controlClass=class com.c...

Line 3261: 1936059: May 15 00:51:36.573 EDT %MIVR-APP\_MGR-3-

```
TASK_ABORTED:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef]
WFWorkflowAppDebugTaskWrapper: Application task aborted:
Application=App[name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,desc=Clinical_Center_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf
ig[schema=ApplicationConfig,time=2015-01-13
23:42:42.0,recordId=131,desc=Clinical_Center_Admin,name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter_ADMIN.aef
],defaultScript=,vars=[],defaultVars=null]]],Application
Trigger=ContactApplicationTrigger[time=1526359880518,locale=en_US,cfg=JTAPITriggerConfig[schema=
ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI
Trigger,name=3014804565,type=Cisco JTAPI
Trigger,appName=Clinical_Center_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en_US,parm
s={},taskGroups=[],controlClass=class com.c... Line 2261: 1935059: May 15 00:51:36.488 EDT
%MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef]
WFTracingLogImpl: Execute step of Task 29000007909 : Terminate (--Triggering Contact--)
```

```
//RTMT ALERT//
```

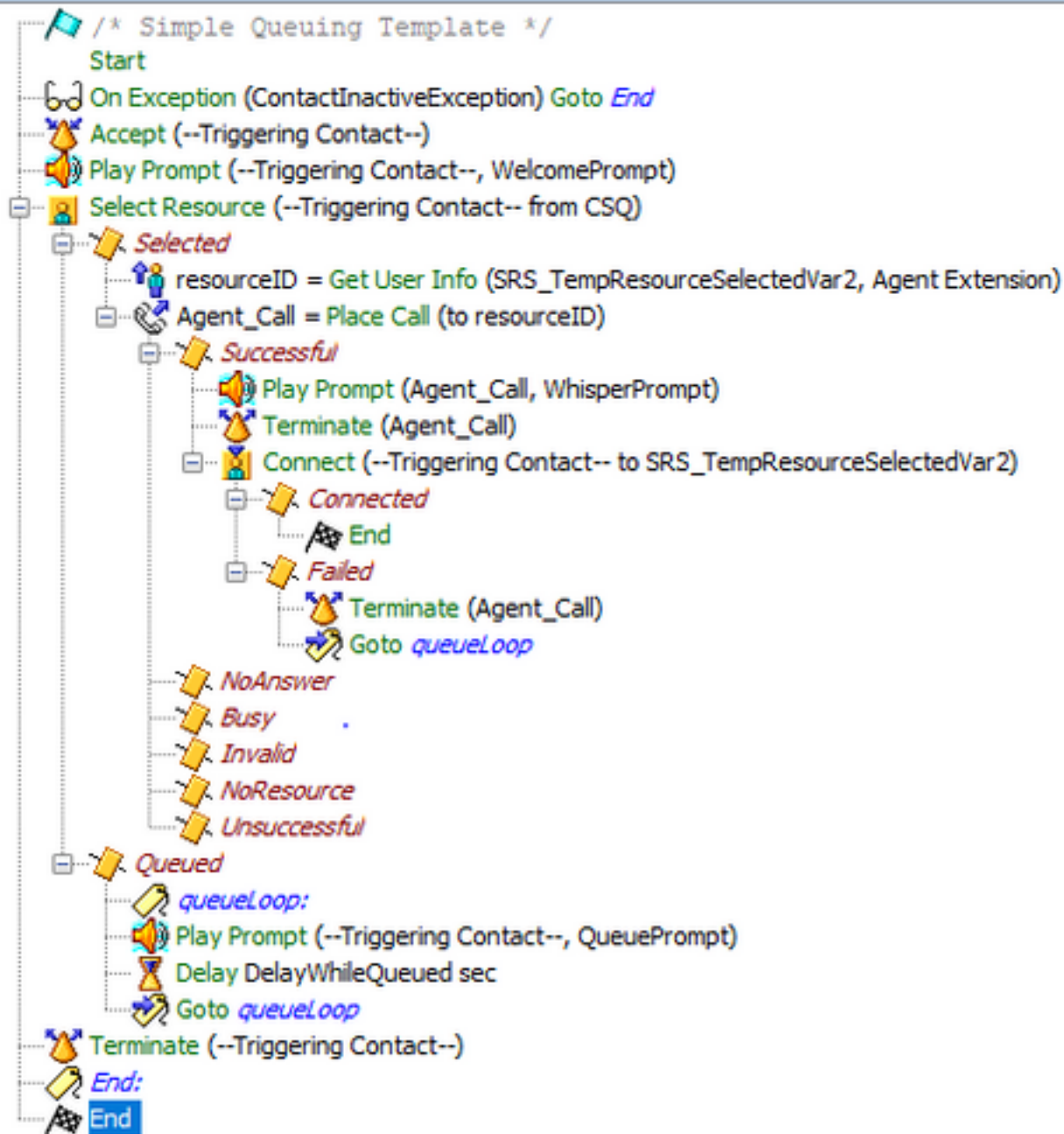
```
Message: : 235: citvoip-ccxsvr-b.net.nih.gov: May 15 2018 12:40:22 AM.980 UTC : %UC_APP_MGR-3-
TASK_ABORTED:
%[app.trigger=ContactApplicationTrigger[time=1526344761313,locale=en_US,cfg=JTAPITriggerConfig[s
chema=ApplicationTriggerConfig,time=2018-05-13
][exception=com.cisco.wfframework.obj.WFMaxExecutedStepsExceededException: No. of executed
steps: 1000][UNKNOWN_PARAMTYPE:Task id=29000007864][app=App[name=NLM_Inbound,type=Cisco Script
Application,id=202,desc=NLM_Inbound,enabled=true,max=50,valid=true,cfg=[ApplicationConfig][[task
.class=class com.cisco.app.impl.WFWorkflowAppDebugTaskWrapper][ClusterID=][NodeID=citvoip-
ccxsvr-b]: Application task aborted
```

## Solution

Pour réparer cette question, vous devez ignorer l'étape de terminaison après que l'étiquette Goto, c.-à-d. vous référez la figure 2 configurez l'afterthe d'étape d'**étiquette de l'EXTRÉMITÉ** du Gotostep **terminez l'étape, ou retirez l'OnExceptionstep totalement et l'étiquette** correspondante d'EXTRÉMITÉ.

Le résumé n'est pas de terminer un appel et un essai déjà inactifs pour attraper l'exception de ContactInactive. C'est logiquement défectueux.

C'est l'image du script correct.



## Fonctionner des logs

// working call//

```

Line 5048: 1951439: May 15 01:39:50.491 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Start
Line 5049: 1951440: May 15 01:39:50.491 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Delay 2 sec
Line 5112: 1951503: May 15 01:39:52.492 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Accept (--Triggering Contact--)
Line 5116: 1951507: May 15 01:39:52.500 EDT %MIVR-SS_TEL-7-UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] RequestImpl: CallID:3591 MediaId:11104504/2 Task:29000007915, TerminalConnection to Terminal: ClinC_2903 is ACTIVE
Line 5120: 1951511: May 15 01:39:52.501 EDT %MIVR-SS_TEL-7-UNK:[(P1-10.129.7.10)EventThread] InCallObserverImpl: CallID:3591 MediaId:11104504/2 Task:29000007915 com.cisco.jtapi.CiscoMediaOpenLogicalChannelEvImpl received

```

//customer disconnects the call//

Line 5232: 1951623: May 15 01:40:10.953 EDT %MIVR-SS\_TEL-7-  
UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] RequestImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915 gets TermConnDroppedEv, meta code:132, cause code:100

Line 5233: 1951624: May 15 01:40:10.953 EDT %MIVR-SS\_TEL-7-  
UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] RequestImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915, TerminalConnection to Terminal: ClinC\_2903 is DROPPED,  
11104504/2

Line 5236: 1951627: May 15 01:40:10.955 EDT %MIVR-SS\_TEL-7-  
UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] CallImpl: Call.abandoned()  
JTAPICallContact[id=3591,type=Cisco JTAPI  
Call,implId=11104504/2,active=false,state=CALL\_DISCONNECTED,inbound=true,handled=false,locale=en  
\_US,aborting=false,app=App[name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,desc=Clinical\_Center\_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf  
ig[schema=ApplicationConfig,time=2018-05-15  
01:38:54.0,recordId=1168,desc=Clinical\_Center\_Admin,name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter\_ADMIN.aef  
,defaultScript=,vars=[],defaultVars=null]],task=29000007915,session=Session[id=001-  
0x131794c237,parent=null,active=true,state=SESSION\_IDLE,time=1526362790448],seqNum=0,time=152636  
2790447,cn=3014804565,dn=3014804565,cgn=2673343616,ani=null,dnis=null,clid=null,atype=DIRECT,lrd  
=null,ocn=3014804565,odn=null,uui=null,aniii=null,ced=n...

Line 5237: 1951628: May 15 01:40:10.956 EDT %MIVR-SS\_TEL-7-  
UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] InCallObserverImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915, released TP[type=Cisco CTI  
Port,id=25,implId=2903,active=false,state=IDLE] from 3014804565, and releasing udpPort 28084

Line 5238: 1951629: May 15 01:40:10.956 EDT %MIVR-SS\_TEL-7-  
UNK:[MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] InCallObserverImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915 com.cisco.jtapi.TermObservationEndedEvImpl received

// call is disconnected with no exception//

Line 5286: 1951640: May 15 01:40:11.832 EDT %MIVR-SS\_CM-7-  
UNK:[MIVR\_SS\_RMCM\_RmCmCleanupThread-370-0-RmCmCleanupThread] ContactMgr: Cleanup detected final  
state of afw ct: JTAPICallContact[id=3591,type=Cisco JTAPI  
Call,implId=11104504/2,active=false,state=CALL\_DISCONNECTED,inbound=true,handled=false,locale=en  
\_US,aborting=false,app=App[name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,desc=Clinical\_Center\_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf  
ig[schema=ApplicationConfig,time=2018-05-15  
01:38:54.0,recordId=1168,desc=Clinical\_Center\_Admin,name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter\_ADMIN.aef  
,defaultScript=,vars=[],defaultVars=null]],task=29000007915,session=Session[id=001-  
0x131794c237,parent=null,active=false,state=SESSION\_DISPOSED,time=1526362790448],seqNum=0,time=1  
526362790447,cn=3014804565,dn=3014804565,cgn=2673343616,ani=null,dnis=null,clid=null,atype=DIREC  
T,lrd=null,ocn=3014804565,...