

# Àpannes de « script ext. de passage » CVP « envoyez à VRU » et

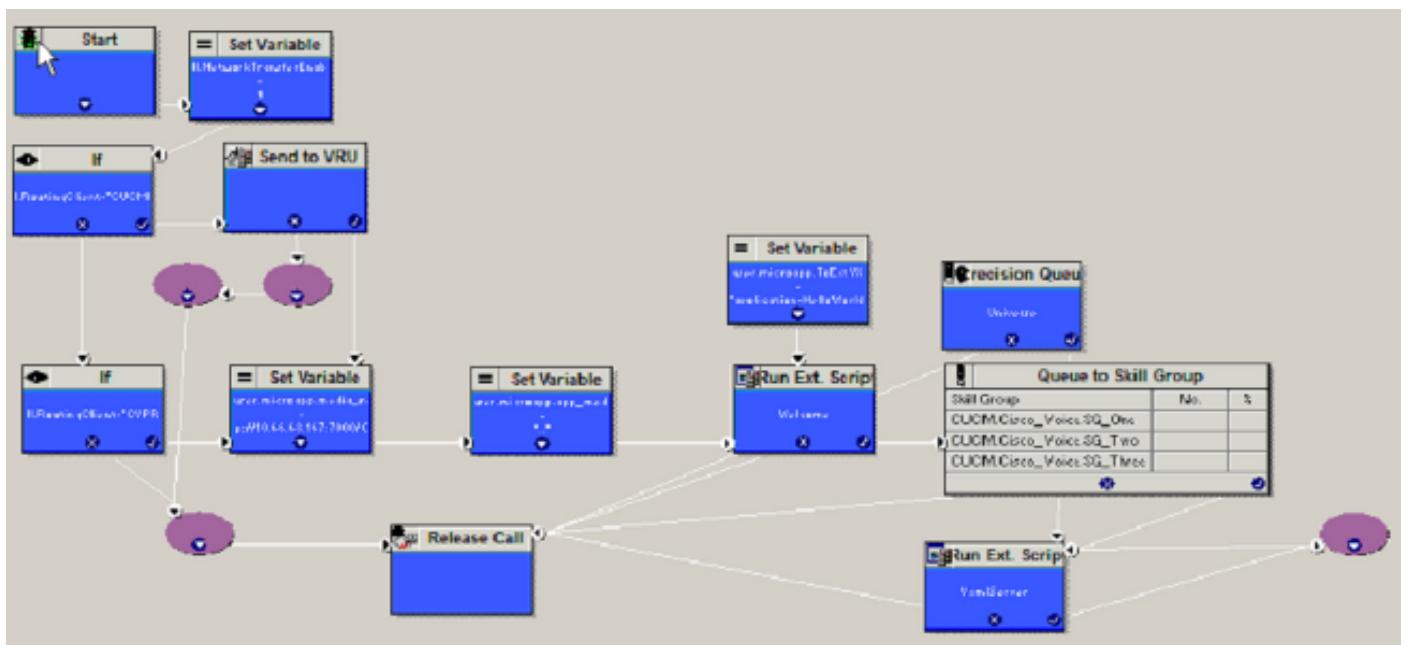
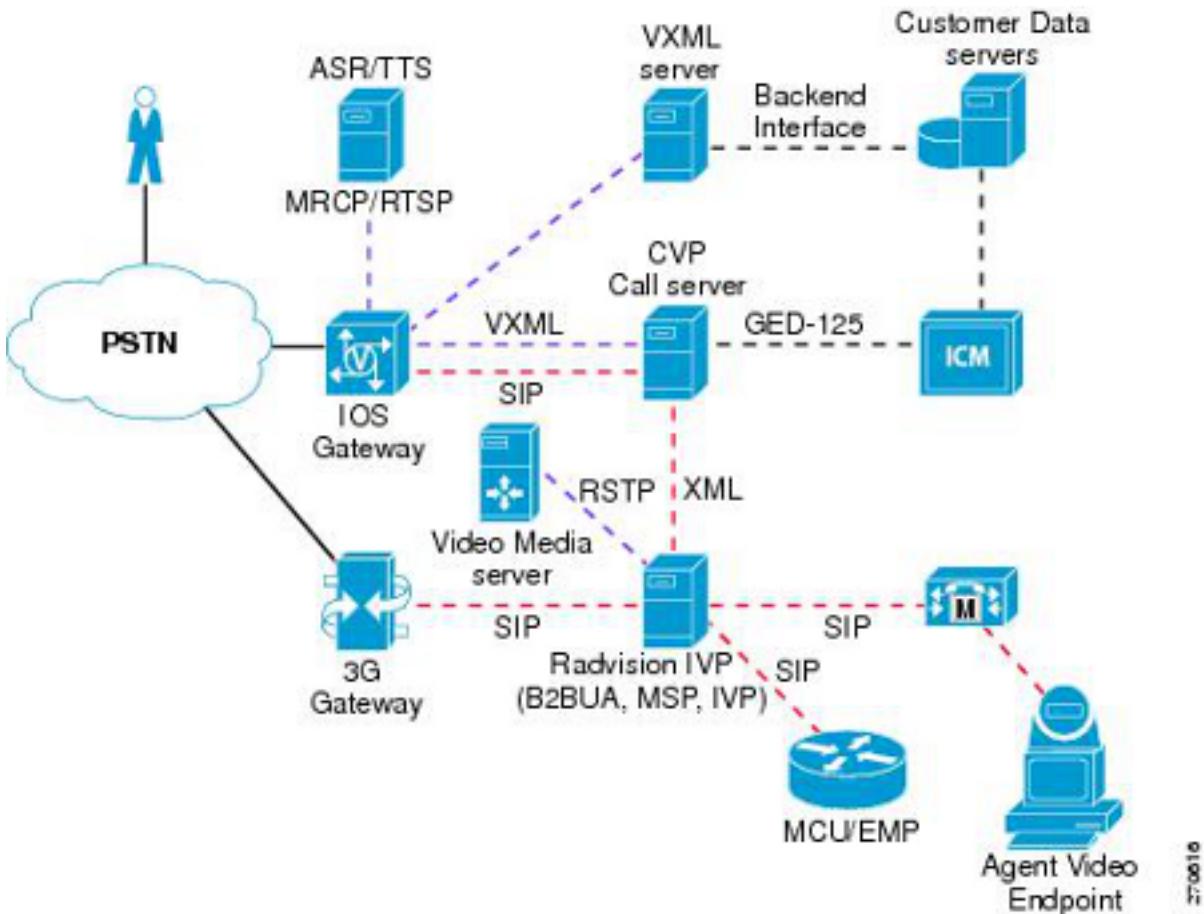
## Introduction

Ce document décrit « envoient à VRU » et aux pannes « de script ext. de passage ». L'approche adoptée s'appelle Predictive Troubleshooting. Avec le dépannage prévisionnel, vous serez mis au courant du problème basé sur les logs, le comportement relatif, et comment mieux l'adresser.

Dans des déploiements du Customer Voice Portal (CVP), les échecs d'appel « envoient à VRU » ou au noeud « de script ext. de passage » soyez très commun. Quoique ce soit juste un noeud simple en Intelligent Contact Management (missile aux performances améliorées), il y a un bon nombre d'événements de signalisation qui doivent se produire sur CVP, la passerelle de la Voix XML (VXML) et/ou le serveur VXML. Il y a un certain nombre d'endroits que la configuration doit être terminée correctement. La plupart des pannes se produisent en raison de la mauvaise configuration ou d'une panne en dehors de missile aux performances améliorées. Une fois que vous êtes au courant des problèmes et/ou de la panne de configuration les plus communs sur des périphériques, il est plus facile de dépanner des problèmes réels dans les réseaux de production.

## Diagrammes du réseau

« Envoyez à VRU » et/ou « à script ext. de passage » avec CVP



## Le fond « envoient derrière VRU » ou derrière noeud « de script ext. de passage »

Quand un appel arrive sur le missile aux performances améliorées par l'intermédiaire du CVP, du Cisco Unified Communications Manager (CUCM) ou de n'importe quelle autre passerelle d'accès aux périphériques (PAGE), le missile aux performances améliorées pourrait avoir besoin du traitement de l'unité de réponse vocale (VRU) pour lire des annonces et pour collecter l'entrée d'utilisateur. Afin de faire ainsi, le missile aux performances améliorées doit envoyer l'appel au VRU réseau d'abord. Seulement le VRU réseau peut jouer des annonces et collecter l'entrée

d'utilisateur. Ainsi, si un appel arrive d'un réseau téléphonique commuté public (PSTN) au missile aux performances améliorées par l'intermédiaire du CVP ou du CUCM, le missile aux performances améliorées doit utiliser « envoient le noeud à VRU » pour envoyer l'appel à un VRU réseau. Il y a quelques Noeuds qui ont implicite « pour envoyer à VRU », comme « le script ext. de passage » ou la « file d'attente au groupe de compétences ». Une fois l'appel arrive au VRU réseau, missile aux performances améliorées puis exécute le noeud « de script externe de passage ».

## Comment le missile aux performances améliorées identifie que VRU pour l'utiliser

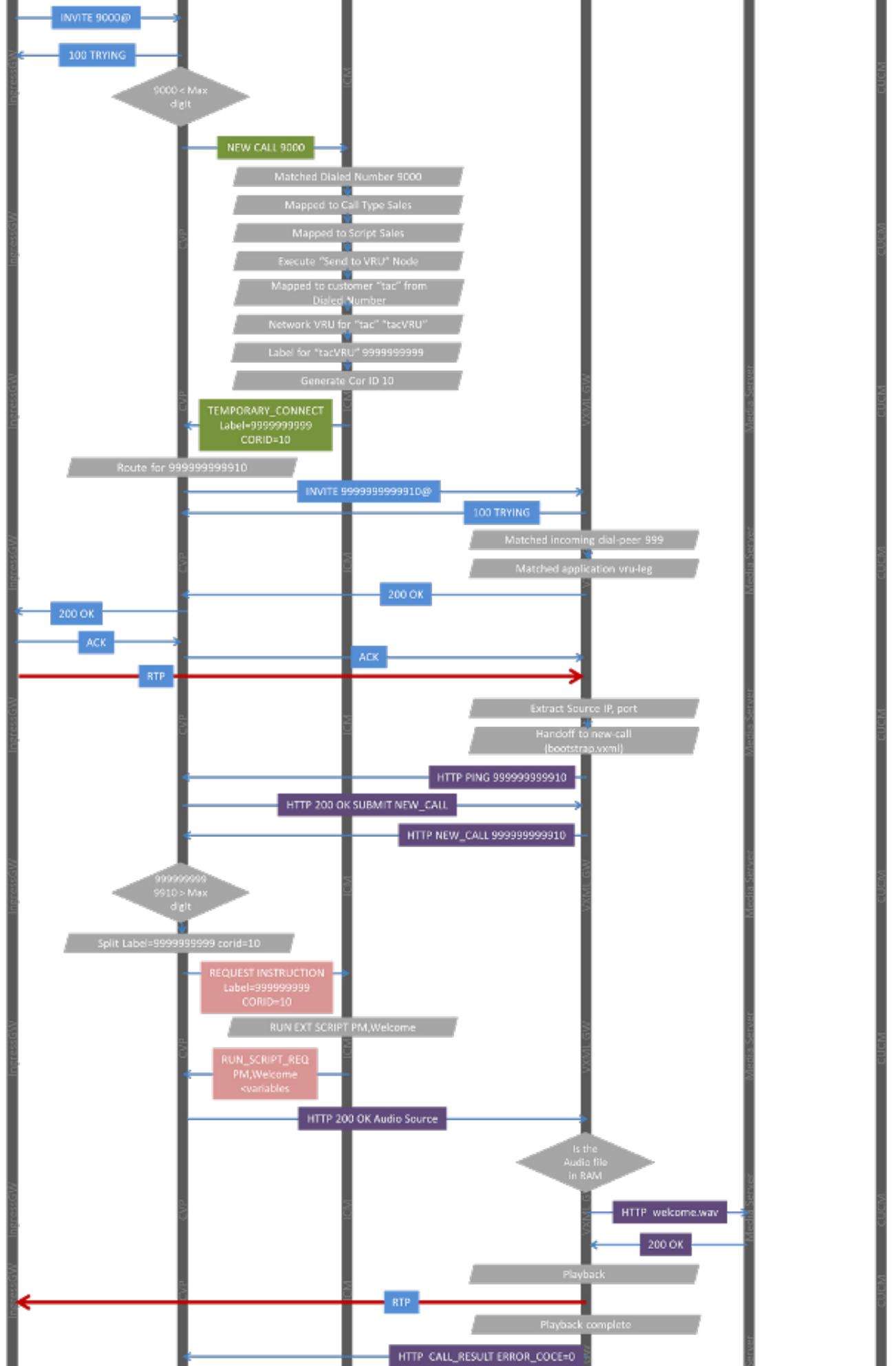
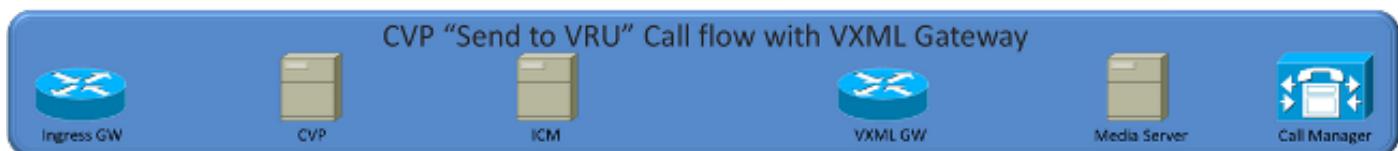
Quand le missile aux performances améliorées reçoit un appel du client de routage CVP, et si l'appel doit être envoyé au VRU réseau, le missile aux performances améliorées recherche l'exemple de client configuré pour le numéro composé. Une fois que l'exemple de client est identifié, le missile aux performances améliorées utilise le VRU réseau configuré pour cet exemple de client. Alors le missile aux performances améliorées trouve l'étiquette pour le client de routage dans ce VRU réseau. Avec l'ID de corrélation, le missile aux performances améliorées envoie l'étiquette VRU au client de routage CVP. Quand un exemple de client n'est pas configuré, le VRU réseau par défaut doit être configuré. Mais comme pratique recommandée, l'exemple de client devrait toujours être défini sur le numéro composé.

## Diagramme d'échelle

Les modifications d'écoulement d'appel dépendent d'où l'appel commence et atteint au missile aux performances améliorées. Il dépend également du protocole de signalisation utilisé pour l'appel. Basés sur celui, sont les différents diagrammes d'échelle :

1. Protocole SIP (Session Initiation Protocol) - La passerelle PSTN envoie l'appel au CVP et le CVP envoie au missile aux performances améliorées
2. SIP - CUCM envoie l'appel au missile aux performances améliorées et aux transferts au CVP

**SIP - La passerelle PSTN envoie l'appel au CVP et le CVP envoie au missile aux performances améliorées**



1. La passerelle d'entrée envoie une INVITATION au CVP.
2. Le CVP retourne avec 100 ESSAYANT.
3. Le CVP détermine si c'est un nouvel appel ou un appel VRU. Il vérifie la longueur du service d'identification numérique de numéro (DNIS). Si la longueur DNIS est inférieur ou égal à « le CHIFFRE maximum » défini dans le sous-système missile aux performances améliorées, le CVP sait que c'est un nouvel appel.
4. Le CVP envoie une demande NEW\_CALL au missile aux performances améliorées.
5. Une fois la PAGE missile aux performances améliorées convertit le NEW\_CALL en demande de route et l'envoie au routeur missile aux performances améliorées :
  - Le routeur missile aux performances améliorées essaye d'apparier la demande de route DNIS avec le numéro composé.
  - Une fois le numéro composé est apparié, missile aux performances améliorées le trace à un type d'appel.
  - Une fois que le type d'appel est apparié, il est tracé à un script. Si le script est programmé pour fonctionner maintenant, le routeur missile aux performances améliorées exécute le script.
  - Une fois que le script frappe « envoyez à VRU » ou le noeud « exécutez ext. script », missile aux performances améliorées doit envoyer l'appel au VRU. Il essaye de trouver le réseau approprié VRU.
  - Basé sur le numéro composé, découvertes missile aux performances améliorées aux lesquelles le client ce numéro composé appartient.
  - Une fois que le client est trouvé, les découvertes missile aux performances améliorées que le VRU réseau sera utilisé.
  - Le routeur missile aux performances améliorées sélectionne l'étiquette définie pour CVP RC et génère l'ID de corrélation.
6. Le CVP obtient l'étiquette 9999999999 et l'ID 10. de corrélation. Il le combine et recherche une artère. Puisque le proxy n'est pas utilisé, c'est une artère statique définie sous le SIP.
7. Le CVP envoie l'appel 999999999910 à la passerelle VXML.
8. Sur la passerelle VXML, 999999999910 apparie un cadran-pair qui a bootstrap.tcl comme application à appeler.
9. La passerelle VXML reçoit l'appel et envoie l'OK 200 au CVP.
10. Le CVP renvoie les 200 que l'OK à la passerelle d'entrée avec sécurisent le ravitaillement de périphérique (SDP) copié de l'OK de la passerelle 200 VXML.
11. La passerelle d'entrée envoie l'ACK au CVP. La transaction du tronçon D'ARRIVÉE de l'appel est maintenant complète.
12. Le CVP envoie l'ACK à la passerelle VXML. Il y a une dépendance ici. Si le tronçon D'ARRIVÉE ACK n'est pas reçu, le CVP n'envoie pas l'ACK à la passerelle VXML.
13. Dans le même temps, sur la passerelle VXML l'application de bootstrap extrait les en-têtes de SIP pour découvrir où cet appel est provenu. Il emploie ces informations pour envoyer une demande de HTTP au CVP.
14. La passerelle VXML envoie un message ping de HTTP au même CVP où l'appel de SIP a été livré.
15. Le sous-système de la réponse vocale interactive CVP (RVI) répond avec l'OK 200.
16. La passerelle VXML envoie maintenant une demande de HTTP NEW\_CALL au CVP avec DNIS=999999999910.
17. Puisque le DNIS est grand, « le chiffre maximum » est défini sur le CVP (qui est 10). Le CVP sait que c'est un appel de renvoi VRU ainsi il sépare l'ID d'étiquette et de corrélation et envoie une INSTRUCTION de DEMANDE à CVP avec l'étiquette = 9999999999, la

- corrélation ID=10.
18. Basé sur la corrélation ID=10, le missile aux performances améliorées connaît quel script sur quel noeud l'appel attendait. Ainsi il continue à exécuter l'étape suivante qui est « script exécuté ext. ». Il envoie « RUN\_SCRIPT\_REQ » comme P.M., accueil avec d'autres variables du code correcteur d'erreurs (ECC).
  19. Avec l'utilisation des variables ECC et de l'instruction RUN\_SCRIPT\_REQ, le sous-système CVP RVI établit le document VXML et le renvoie en tant qu'OK 200.
  20. La passerelle VXML reçoit les 200 CORRETS et détermine quel fichier wave au lire et d'où.
  21. Il vérifie son cache, le fichier n'est pas présent, ainsi il envoie une demande de HTTP au web server pour le fichier.
  22. Le web server envoie l'OK 200 avec le fichier audio.
  23. La passerelle VXML envoie le fichier audio comme protocole de tables de routage (RTP) à la passerelle d'entrée.
  24. Une fois que la passerelle VXML lit le fichier, elle envoie une autre demande de HTTP à CVP avec CALL\_RESULT, ERROR\_CODE=0.
  25. CVP envoie « RUN\_SCRIPT\_RESULT » au missile aux performances améliorées avec ERROR\_CODE=0.
  26. Le missile aux performances améliorées suit par le branchement réussi du noeud « de script ext. de passage » et va à la « file d'attente au groupe de compétences ».
  27. Maintenant, le missile aux performances améliorées doit déconnecter le tronçon VRU. Ainsi le missile aux performances améliorées envoie le débranchement sur le tronçon VRU.
  28. En même temps, le missile aux performances améliorées envoie l'étiquette 2001 de CONNECTER au tronçon de commutateur.
  29. CVP envoie l'OK 200 à la demande de HTTP de la passerelle VXML de déconnecter.
  30. En même temps, CVP envoie le BYE sur le tronçon de SIP à la passerelle VXML.
  31. Une fois que le BYE est envoyé à la passerelle VXML, CVP envoie un SIP INVITE à 91919191 qui est conduit à la passerelle VXML selon la configuration de Plan de composition.
  32. Une fois que CVP reçoit l'OK 200 de la passerelle VXML pour l'appel 91919191, il envoie au sujet de INVITENT de nouveau au tronçon/à passerelle D'ARRIVÉE d'entrée.
  33. La passerelle d'entrée envoie l'OK 200 pour le nouveau reinvite.
  34. Le CVP envoie l'ACK à la passerelle d'entrée aussi bien qu'à la passerelle VXML.
  35. Le chemin de RTP est établi entre la passerelle d'entrée et la passerelle VXML et le client peut entendre le rappel.
  36. Maintenant CVP envoie un SIP INVITE à CUCM pour le 2001.
  37. CUCM envoie des 100 ESSAYANT et l'événement 180 de SONNERIE. CVP ne fait rien avec le message 180 de SONNERIE.
  38. Une fois que l'agent répond à l'appel, CUCM envoie l'OK 200.
  39. Ceci déclenche de plusieurs événements sur CVP.
  40. CVP envoie le BYE au tronçon de rappel 91919191 VXML. CVP envoie un reinvite de nouveau à la passerelle d'entrée afin de changer le chemin audio au téléphone.
  41. La passerelle d'entrée envoie l'OK 200 sur le nouveau reinvite.
  42. CVP envoie l'ACK à la passerelle d'entrée aussi bien qu'au CUCM.
  43. Maintenant, l'audio est établi entre la passerelle d'entrée et le téléphone IP.

## Configuration

## Configuration de passerelle PSTN

```
dial-peer voice 2000 voip
destination-pattern 20...
translate-outgoing called 1
session protocol sipv2
session target ipv4:10.66.68.169
session transport tcp
codec g711ulaw
no vad
```

## Configuration CVP

La « longueur maximale de DNIS » doit apparaître la longueur de l'étiquette VRU.

Edit Unified CVP Call Server Configuration

General ICM SIP IVR Device Pool Infrastructure Debug

**General Configuration**

VRU Connection Port: \* 1

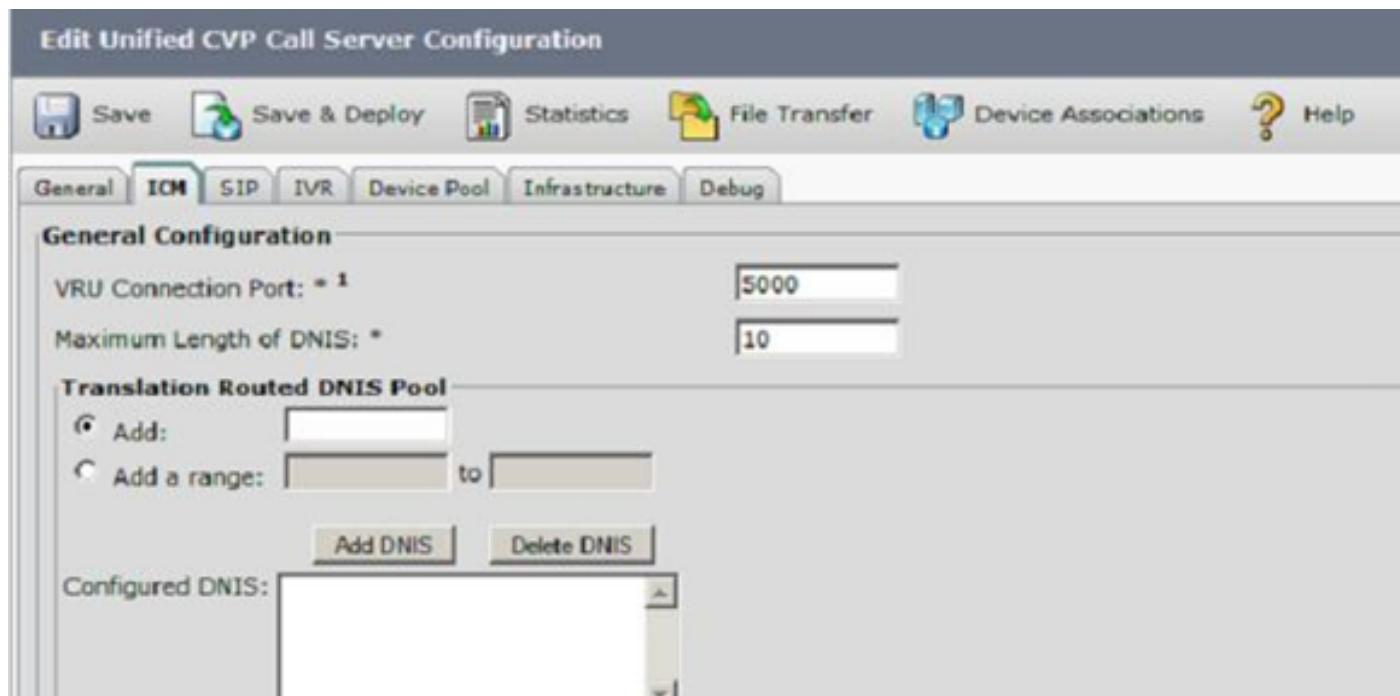
Maximum Length of DNIS: \*

**Translation Routed DNIS Pool**

Add:

Add a range:  to

Configured DNIS:



CVP doit avoir une route locale ou le proxy pour l'étiquette VRU. Si « envoyez au créateur » est configuré, CVP utilise la passerelle d'entrée comme passerelle VXML.

Edit Unified CVP Call Server Configuration

General ICM SEP IVR Device Pool Infrastructure Debug View: Offline

**Configuration**

Enable outbound proxy:  Yes  No

Use DNS SRV type query:  Yes  No

Resolve SRV records locally:

Outbound proxy Host:

Outbound SRV domain name/Server Group name (FQDN):

DN on the Gateway to play the ringtone: \*

DN on the Gateway to play the error tone: \*

Override System Dialed Number Pattern Configurations:

**Local Static Routes**

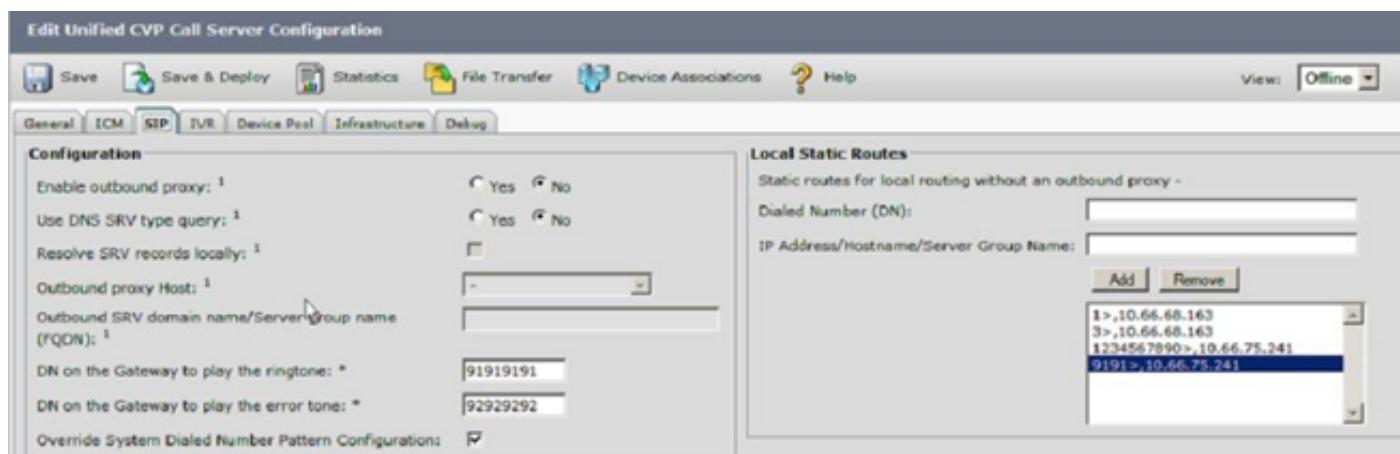
Static routes for local routing without an outbound proxy -

Dialed Number (DN):

IP Address/Hostname/Server Group Name:

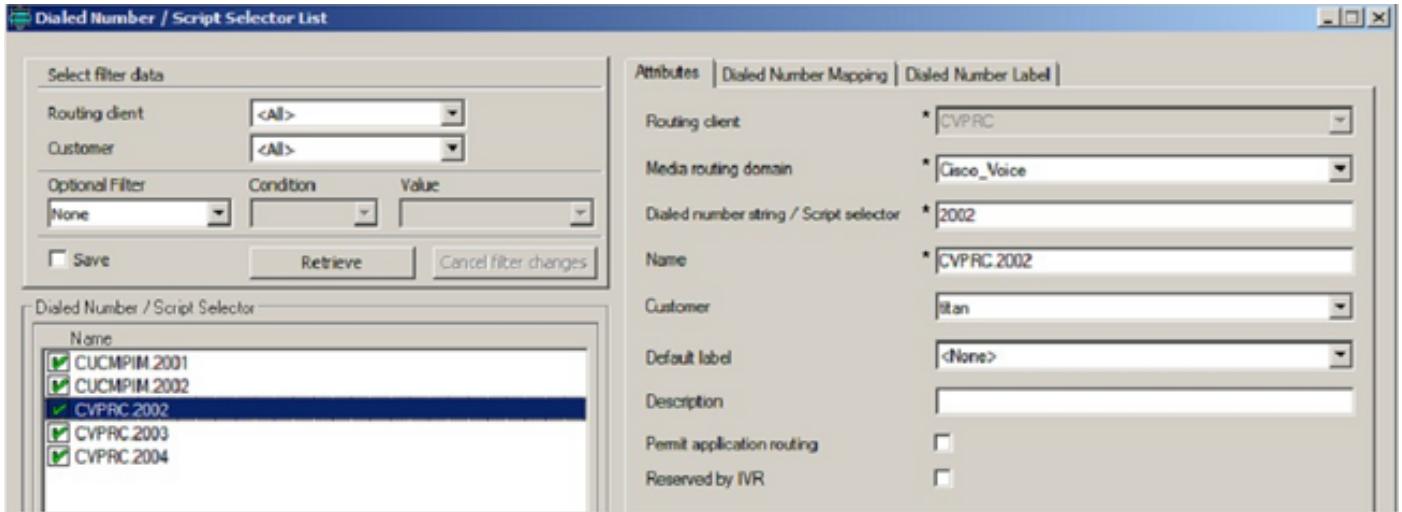
Add Remove

1>,10.66.68.163  
3>,10.66.68.163  
1234567890>,10.66.75.241  
9191>,10.66.75.241

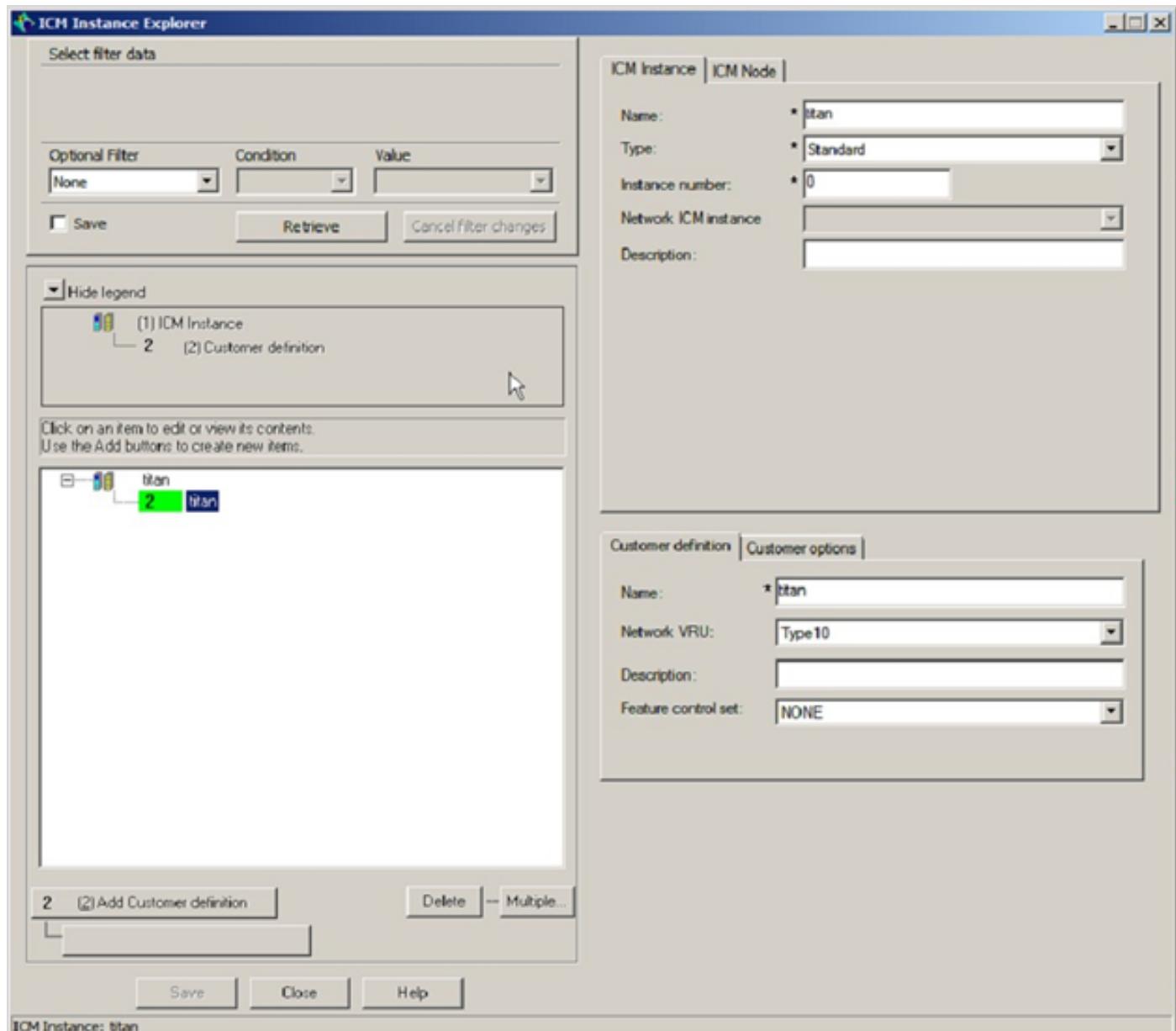


## Configuration missile aux performances améliorées

Le numéro composé doit avoir un client associé. Il est recommandé pour avoir un client associé aussi bien pour le type d'appel.



L'exemple de client doit être associé avec le VRU de réseau.



Le client CVP PG/Routing doit faire associer un VRU réseau.

**PG Explorer**

Select filter data

Optional Filter Condition Value  
None

Save

Hide legend

Click on an item to edit or view its contents.  
Use the Add buttons to create new items.

(1) PG  
  (2) Peripheral

PG1  
  PG2  
    CVPPIM

Logical Controller

Logical controller ID \* 5001 Physical controller ID \* 5001

Name: \* PG2  
Client type: \* VRU

Configuration parameters:

Description: CVP PG

Physical controller description:

Primary CTI address:

Secondary CTI address:

Reporting Interval

Time Source (change requires simultaneous shutdown of both PG sides)

Interval \* 30 Minute

Use Central Controller Time (Recommended)  
 Use ACD Time

Skill Group Mask	Routing client	Default route	Peripheral Monitor
Peripheral	Advanced		Agent Distribution

Available holdoff delay: \* 0

Answered short calls threshold: 0

Network VRU: Type10

Agent auto-configuration:  Internal IP/TA Only:

Agent targeting mode: \* Device Target Preferred

**Network VRU Explorer**

Select filter data

Optional Filter Condition Value  
None

Save

Hide legend

Click on an item to edit or view its contents.  
Use the Add buttons to create new items.

(1) Network.VRU  
  (2) Label

Type10  
  9876543210.CUCMRC  
  1234567890.CVPRC  
  UNASSIGNED

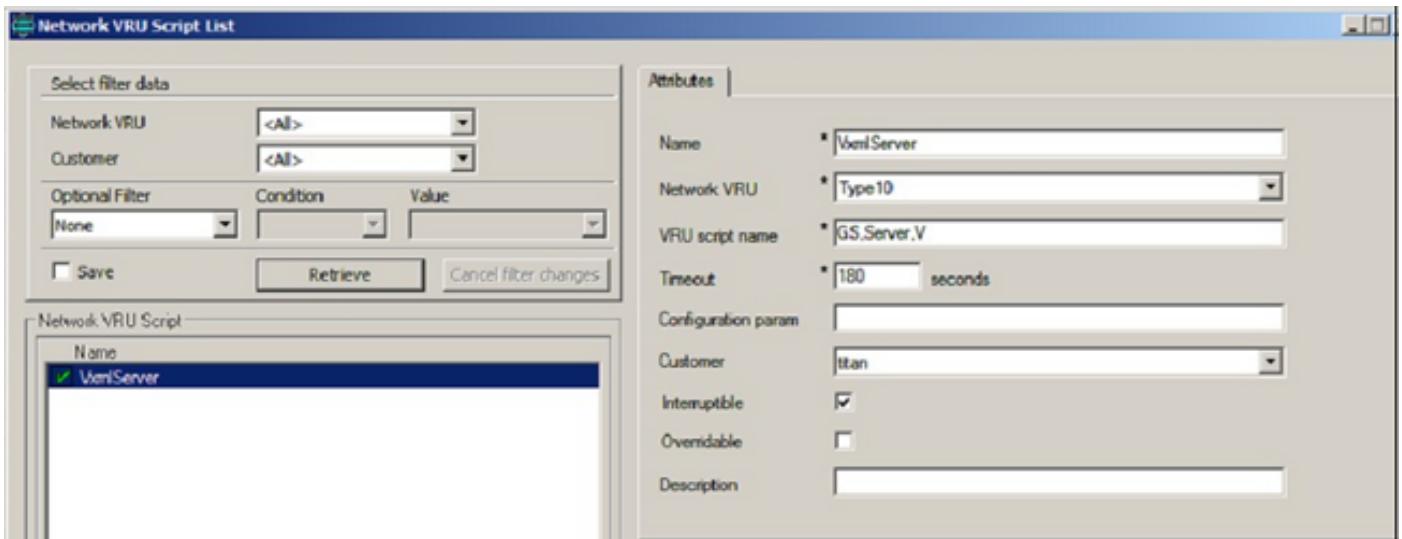
Network VRU

Name: \* Type10  
Type: \* Type 10  
Description:

Label

Network VRU: Type10  
Routing client: \* CVPRC  
Label: \* 1234567890  
Label type: \* Normal  
Customer: titan  
Description:

Le script de VRU réseau doit être associé avec le VRU réseau.



## Configuration de passerelle VXML

Des applications d'ordres de gestion d'outil (TCL) doivent être configurées. Des applications appropriées doivent être associées avec des cadran-pairs. Le « header-passing » doit être configuré. Cvphost doit être configuré dans l'application de bootstrap.

```
application
service new-call flash:bootstrap.vxml
paramspace english language en
paramspace english index 0
paramspace english location flash
paramspace english prefix en
!
service ringback flash:ringtone.tcl
!
service ringtone flash:ringtone.tcl
paramspace english index 0
paramspace english language en
paramspace english location flash
paramspace english prefix en
!
service cvperror flash:cvperror.tcl
paramspace english index 0
paramspace english language en
paramspace english location flash
paramspace english prefix en
!
service bootstrap flash:bootstrap.tcl
paramspace english index 0
paramspace english language en
paramspace english location flash
paramspace english prefix en
!
service handoff flash:handoff.tcl
paramspace english language en
paramspace english index 0
paramspace english location flash
paramspace english prefix en
!
```

```
dial-peer voice 999 voip
  service bootstrap
  session protocol sipv2
  session target sip-server
  incoming called-number 1234567890
  voice-class codec 1
  no vad
!
dial-peer voice 9191 voip
  service ringtone
  session protocol sipv2
  incoming called-number 91919191
  voice-class codec 1
  no vad
!
dial-peer voice 9292 voip
  service cvperror
  session protocol sipv2
  incoming called-number 92929292
  voice-class codec 1
  no vad
```

```
voice service voip
sip
bind control source-interface GigabitEthernet0/1
bind media source-interface GigabitEthernet0/1
header-passing
!
```

## Dépannage

Puisque ce document explique comment dépanner « envoient à VRU » et/ou le problème « exécutez ext. script », supposez que l'appel du PSTN est déjà dans le missile aux performances améliorées, et missile aux performances améliorées frappe « envoient le noeud à VRU ». La méthode à suivre est d'examiner chaque étape de l'écoulement d'appel qui peut aller mal et étudier le résultat et de la façon dont il devrait regarder. Ces détails sont utilisés dans le laboratoire.

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

## Question 1 : Le missile aux performances améliorées ne trouve pas l'étiquette VRU

### Aucun client défini sur le numéro composé

```
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 =  
ldoycbefrqspphso - [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 (JMSDestination)=  
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=, rcdays=,  
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=, rcdays=, 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:ICM1: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.

```

## Analyse

Choses missile aux performances améliorées le VRU réseau basé sur l'exemple de client du numéro composé. Si le numéro composé n'a aucun exemple de client, le missile aux performances améliorées ne trouve pas n'importe quelle étiquette de VRU réseau pour l'appel. Le missile aux performances améliorées envoie la « RELEASE » à CVP.

## Non « VRU de réseau » défini sur le client

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 = igxjkbnsdkmey -  
 [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 = igxjkbnsdkmey - [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=igxjkbnsdkmey 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=  
 igxjkbnsdkmey >>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=, rckey=, rcday=, 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, rckey=, rcday=, 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 = igxjkbnsdkkmey, 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 = igxjkbnsdkkmey, 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 = igxjkbnsdkkmey, 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 = igxjkbnsdkkmey -  
[INBOUND] ICM Disconnecting the call with : >>HEADERS:  
(JMSType)=MsgBus:DISCONNECT (JMSDestination)=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=  
igxjkbnsdkkmey  
>>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 (JMSDestination)=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=igxjkbnsdkkmey >>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  
LEGID = igxjkbnsdkkmey - [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 = igxjkbnsdkkmey - [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 = igxjkbnnqsdkkmey, 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 = igxjkbnnqsdkkmey, 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 msec
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 msec
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.

```

## Analyse

Une fois que le missile aux performances améliorées trouve un exemple valide de client du numéro composé, il recherche le VRU réseau sur cet exemple missile aux performances améliorées. Si aucun VRU réseau n'est défini, le missile aux performances améliorées ne trouve pas l'étiquette de VRU réseau. Le missile aux performances améliorées envoie la « RELEASE » à CVP.

## Aucune étiquette VRU pour conduire le 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=0  
 12:47:24:213 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  
 (JMSDestination)=Topic(CVP.SIP.CC.REQ) (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=, rcday=,  
 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 ,  
[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.

```

## Analyse

Même si le missile aux performances améliorées trouve un VRU réseau, le type doit être 10 et il doit y a une étiquette configurée pour le client de routage duquel l'appel est arrivé. Le missile aux performances améliorées envoie la « RELEASE » à CVP.

## La PAGE n'a aucun « VRU de réseau » configuré

```

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 =
nxkrgvgqvymyrtt - [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 =
nxkrgvgqvymyrtt - [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=nxkrgvgqvymyrtt 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
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352747417208
>>BODY: replyto=true callguid=F6077E781000013A677BD3A90A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Mon Nov 12 11:10:17 PST 2012
calltypeid=4 localOffset=-480 calllegid=nxkrgvgqvymyrtt
>>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=, rcdays=,
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=, rcdays=, 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 = nxkrgvgqvymyrtt, 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 = nxkrgvgqvymyrtt, 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:DIALOGUE_FAILURE], ssId=SYS_SIP1,
errorCode=E_UNSPECIFIED_FAILURE., LEGID = nxkrgvgqvymyrtt, 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 = nxkrgvgqvymyrtt - [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 (JMSDestination)=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=nxkrgvgqvymyrtt  >>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 = nxkrgvgqvymyrtt - [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 = nxkrgvgqvymyrtt - [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 = nxkrgvgqvymyrtt - [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 = nxkrgvgqvymyrtt,
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 = nxkrgvgqvymyrtt, 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

```

## Analyse

Avant qu'un appel soit envoyé au VRU réseau, le missile aux performances améliorées doit savoir si le client de routage a n'importe quelle capacité de VRU réseau ou pas. Pour ceci, la PAGE de client de routage doit avoir un VRU réseau configuré qui doit être le type 10 (ou le type 5 pour la configuration de style plus ancien). Le missile aux performances améliorées envoie la « panne de dialogue » au CVP.

## Issue 2 : CVP n'a aucune artère pour l'étiquette 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
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352667769517
>>BODY: replyto=true callguid=F1482AAD1000013A7A23C37C0A4244A9 ani=1231234
dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=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 = vzhaijmlktklgum - [INBOUND]  
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=  
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=vzhaijmlktklgum  
>>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 = vzhaijmlktklgum - [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 (JMSDestination)=Topic(CVP.SIP.CC.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=vzhaijmlktklgum  
>>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 = vzhaijmlktklgum - [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 = vzhaijmlktklgum, 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 = vzhaijmlktklgum,  
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  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (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 (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(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 = vzhaijmlktklgum - [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]

```

## Analyse

Si toutes les configurations sur le missile aux performances améliorées sont correctes, le missile aux performances améliorées envoie un ID d'étiquette et de corrélation VRU au CVP. Maintenant le CVP doit avoir une artère pour envoyer l'appel à la passerelle VXML. Ou le CVP doit avoir une artère statique, ou le CVP peut employer le proxy pour conduire l'appel. Mais dans l'un ou l'autre de cas, le CVP doit pouvoir conduire l'appel à la passerelle VXML.

## Question 3 : La passerelle VXML n'appelle pas le script VRU TCL

### Cadran-pair correct n'étant pas assorti

```

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 = tmywxhkiresfmot - [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 = tmywxhkiresfmot - [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=tmywxhkiresfmot 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=tmywxhkiresfmot
>>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=, rcdays=,
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=, rcdays=, 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 = tmywxhkiresfmot, 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, 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 = tmywxhkiresfmot, 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 = tmywxhkiresfmot, 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 = tmywxhkiresfmot - [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=tmywxhkiresfmot >>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 = tmywxhkiresfmot - [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 (JMSDestination)=Topic(CVP.SIP.CC.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 = tmywxhkiresfmot - [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 = tmywxhkiresfmot - [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 = tmywxhkiresfmot, 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 = tmywxhkiresfmot, 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 = tmywxhkiresfmot, 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 = tmywxhkiresfmot - [INBOUND]  
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352670877177

(ServerID)=CVP90.SYS\_ICM1:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=F177950F1000013A0ECE85280A4244A9 dnis=2003 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480  
calllegid=tmywxhkiresfmot >>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 (JMSDestination)=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=tmywxhkiresfmot  
>>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 = tmywxhkiresfmot, 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 = tmywxhkiresfmot, 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 msecs  
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 msecs  
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 = tmywxhkiresfmot - [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 = tmywxhkiresfmot - [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 = tmywxhkiresfmot - [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 (JMSDestination)=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-Guid: 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=FFFFFFF  
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"

```

## Analyse

Si le CVP est artère capable l'appel à la passerelle VXML, l'appel doit apparier le cadran-pair VRU en tant qu'homologue de numérotation en entrée. Si n'importe quel autre cadran-pair est apparié, alors il n'aura pas la demande exigée de traitement approprié. Dans ce cas, il apparie l'homologue de numérotation en entrée 92001 et des traitements CCAPI à l'application « par défaut ». Ceci se produit quand CCAPI sur la passerelle ne trouve aucune application sur un cadran-pair. Ne pas apparier l'homologue de numérotation en entrée peut se produire pour de plusieurs raisons :

- Aucun cadran-pair configuré pour le tronçon VRU.
- Le modèle assorti d'arrivée n'apparie pas le DNIS pour l'appel VRU. Vérifiez le message SIP de nombre avec « le numéro appelé entrant » dans le cadran-pair VRU.
- Déterminez si le CVP ajoute SigDigits au début qui ne pourrait pas être configuré dans l'homologue de numérotation de passerelle VXML.

## Aucun application/service configuré sur le Cadran-pair

```

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  
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352671591267  
>>BODY: replyto=true callguid=F1827B631000013A1AE6FA780A4244A9  
ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0  
pstntrkgrpsrcip=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,    rcdy=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,    rcdy=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:ICM: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 msecs  
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 msecs  
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 (JMSDestination)=Topic(CVP.SIP.CC.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: //-/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=dfsf4b86e30  
 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=fmtpt: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=FFFFFFF  
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:

```

## Analyse

Le cadran-pair VRU dans la passerelle VXML doit être configuré pour l'application VRU qui est bootstrap.tcl. Si le cadran-pair ne fait configurer aucun service/application, les essais de passerelle VXML pour conduire l'appel et recherche l'homologue de numérotation en sortie. Si aucun homologue de numérotation en sortie n'est apparié, l'appel échoue en tous cas. Dans ce cas, quoiqu'il apparie l'homologue de numérotation en entrée 999 qui est notre cadran-pair VRU, il prouve toujours que l'API de contrôle d'appel (CCAPI) traite l'appel à l'application « par défaut ». Ceci signifie que le cadran-pair 999 ne fait pas configurer l'application VRU/bootstrap.

## Question 4 : Passerelle VXML non capable envoyer la demande de HTTP à CVP

### Le dépassement d'en-tête n'est pas configuré

```

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=DATA1.0} 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=DATA1.0} 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=DATA1.0} 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=DATA1.0} 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=DATA1.0} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=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=, rcdays=, 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=, rcdays=, 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, 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 = 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 (JMSTopic)=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 isWriteable=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 isWriteable=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 (JMSDestination)=Topic(CVP.SIP.CC.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  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352744143346  
(ServerID)=CVP90.SYS\_ICM1: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 /xxxxxxxxxxxxx / 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 /xxxxxxxxxxxxx / 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=FFFFFF  
cisco-rdn=

```
cisco-rdnctype=0
cisco-rdnplan=0
cisco-rdnpi=-1
cisco-rdnsi=-1
cisco-redirectreason=-1    fwd_final_type =0
final_redirectNumber =
hunt_group_timeout =0
```

```
Nov 13 01:38:23.089: //-/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\_634 UUI=  
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 UUI=
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_
UUI=&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_UUI=&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:
vxmchandle=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

```

## Analyse

Quand la passerelle VXML reçoit l'appel VRU, elle s'assortit avec le cadran-pair qui fait configurer l'application VRU. Afin de découvrir de quel CVP l'appel a provenu, l'application VRU/bootstrap

doit voir les en-têtes de SIP. Pour cette raison, le dépassement d'en-tête est exigé pour être configuré. Dans ce cas, l'homologue de numérotation en entrée 999 est apparié et CCAPI est remis hors fonction à l'application de bootstrap. Quand les essais d'application pour analyser l'en-tête de SIP il échoue. Si l'application de bootstrap ne peut pas voir l'en-tête de SIP, elle essaye d'envoyer la demande de HTTP à l'adresse source de l'appel. Ainsi, si l'appel est livré par l'intermédiaire du proxy, le message de HTTP est envoyé au proxy. Dans cet exemple, 10.66.68.164 est proxy de TASSES. Puisque le tronçon VRU de l'appel provient le proxy et aucun dépassement d'en-tête n'est configuré (aucune en-tête de SIP ne pourrait être analysée), les essais d'application pour envoyer la demande de HTTP à 10.66.68.164 au port 8000. Maintenant, le proxy n'a pas le port 8000 ouvert. Ainsi la prise de contact de TCP échoue et aucun message de HTTP n'est envoyé. Pour l'environnement de proxy, où le dépassement d'en-tête est configuré ou le « cvphost de param » est configuré pour envoyer le message de HTTP.

## Question 5 : ID d'étiquette et de corrélation des fractionnements VRU CVP faux

```
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 =  
cxpzbgbgugujotzle - [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 =  
cxpzbgbgugujotzle - [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=cxpzbgbgugujotzle 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  
pstntrkgrpsrcip=10.66.68.157 calldate=Mon Nov 12 10:33:33 PST 2012  
calltypeid=4 localOffset=-480 calllegid=cxpzbgbgugujotzle  
>>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 = cxpzbgbgugjotzle, 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 = cxpzbgbgugjotzle, 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 = cxpzbgbgugjotzle,
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 = cxpzbgbgugjotzle - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
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 callegid=cxpzbgbgugjotzle
>>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  
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 = cxpzbgbgujotzle - [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 = cxpzbgbgujotzle - [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 (JMSDestination)=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 = cxpzbgbgujotzle, 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 = cxpzbgbgujotzle - [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 = cxpzbgbgujotzle - [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  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_IVR1)  
(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\_UUI=, 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 msecs  
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 = cxpzbgbgujotzle - [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 = cxpzbgbgujotzle - [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 (JMSDestination)=Topic(CVP.SIP.CC.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=cxpzbgbgujotzle  
>>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 = cxpzbgbgujotzle - [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 = cxpzbgbgujotzle - [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 = cxpzbgbgujotzle, 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 = cxpzbgbgujotzle, 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 millisecs  
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 millisecs

Nov 13 01:56:33.138: // -1 /xxxxxxxxxxxxx/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-e5f6b267-3ff58clf-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-e5f6b267-3ff58clf-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>  
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-e5f6b267-3ff58c1f-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>;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//HTTPC:/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.  
vxm&CLIENT\_TYPE=IOS&CALL\_ID=F5E5DCAC1000013A2038A09B0A4244A9&CALL\_  
LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169&CALL\_UUI  
=&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 #01\*\*ent: 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//HTTPC:/httpc\_write\_stream: Client  
write buffer fd(0):  
GET /cvp/VBServlet?MSG\_TYPE=CALL\_NEW&CALL\_DNIS=12345678908922&CALL\_UUI=  
&CALL\_ANI=sip:1231234@10.66.68.169:5060&RECOVERY\_VXML=flash:recovery.  
vxm&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: 500</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

## Analyse

Pour que l'appel VRU fonctionne, la « longueur max de DNIS » et la longueur d'étiquette VRU doivent s'assortir. Quand la demande de HTTP revient de la passerelle VXML avec l'ID d'étiquette et de corrélation VRU ensemble, le CVP sépare l'ID d'étiquette et de corrélation VRU basé sur la « longueur max de DNIS ». S'il ne s'assortit pas avec quel missile aux performances améliorées est configuré pour la longueur VRU, CVP sépare l'ID de corrélation faux, qui est par la suite rejeté par le missile aux performances améliorées. Dans ce cas, le missile aux performances améliorées envoie l'étiquette 1234567890 VRU et l'ID 8922 de corrélation. Quand le CVP envoie l'instruction de demande, il envoie l'ID 922 de corrélation. En conséquence, le missile aux performances améliorées se plaint que 922 est un ID inconnu de corrélation. Puisque le missile aux performances améliorées n'a obtenu aucune réponse d'appel avec l'ID 8922 de corrélation, il chronomètre aussi bien. Le missile aux performances améliorées n'a aucune connaissance que l'appel avec l'ID 8922 et 922 de corrélation font partie des mêmes appels. Ainsi, pour 922, il renvoie l'inconnu et pour 8922 il a chronométré.

## Question 6 : ICM/CVP envoie l'URL faux

### L'URL de medias est inachevé

```
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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlymQ. - [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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlymQ. - [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=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlymQ. 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  
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352832447802  
>>BODY: replyto=true callguid=FB18F53A1000013A7AF65C0B0A4244A9 ani=1231234  
dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstntrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 10:47:27 PST 2012 calltypeid=4  
localOffset=-480 calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlymQ.  
>>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=, rcday=, 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=, rcday=, 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 = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlymQ.,  
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, rcday=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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlymQ., 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, rcday=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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlymQ., 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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlymQ. - [INBOUND] Handling CONNECT  
>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=  
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=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlymQ.  
>>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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlYmQ. - [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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlYmQ. - [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 (JMSDestination)=Topic(CVP.SIP.CC.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 = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz11MmFlYmQ.,  
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\_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]:  
Acked 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 (JMSDestination)=  
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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz1lMmFlYmQ., 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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz1lMmFlYmQ., 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 =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz1lMmFlymQ. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)
=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (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=
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz1lMmFlymQ. >>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 (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(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=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz1lMmFlymQ.
>>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 = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz1lMmFlymQ. - [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 =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz1lMmFlymQ., 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 =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMz1lMmFlymQ., 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\_UUI=  
&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 #01\*\*gent: 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\_UUI=&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"?>
<vxm 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//HTTPC:/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
```

## Analyse

Pour que des demandes sonores soient lues pour des emplacements appropriés, toutes les variables exigées doivent être placées correctement. Il y a peu de variables qui contribuent à l'URL des fichiers audios. Vous devez s'assurer que Qu'est ce que variable est placée, l'utilisation des ces CVPs crée l'URL pour le fichier audio. Les fichiers audios doivent être disponibles dans cet emplacement. Il est également important de déterminer ce qu'un peu le serveur multimédia est en service. Il y a de Tomcat pour le serveur VXML qui écoute sur le port 7000, Tomcat le serveur d'appel qui écoute sur le port 8000 aussi bien que l'Internet Information Server (IIS) qui écoute sur le port 80. Dans certains cas, le client pourrait avoir un autre web server qui peut être utilisé en tant que serveur multimédia. Il est important que des variables correctes soient placées sur le missile aux performances améliorées afin de créer un URL correct pour les fichiers multimédias. Les fichiers doit être dans l'emplacement approprié sur le serveur multimédia aussi bien.

## L'URL de medias pour le serveur VXML est incorrect

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 = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [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 = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [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=ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. 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 pstntrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 11:04:10 PST 2012 calltypeid=4 localOffset=-480 callelegid= ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. >>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 = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY.,
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 =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY., 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 =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY., 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 =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [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 isWriteable=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=ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzzGI1NDY.
>>STATE: isTabular=false isWriteable=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 =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzzGI1NDY. - [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 =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzzGI1NDY. - [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 (JMSDestination)=Topic(CVP.SIP.CC.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 isWriteable=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 = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzzGI1NDY.,  
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 = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzzGI1NDY. - [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 =  
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzzGI1NDY. - [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 isWriteable=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 =  
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY., 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 =  
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY., 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 (JMSDestination)=  
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 =  
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND] ICM Disconnecting  
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=  
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=  
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. >>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 (JMSDestination)=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=ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. >>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 =  
 ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzzGI1NDY. - [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 = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzzGI1NDY. - [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 =  
 ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzzGI1NDY. - [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 = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzzGI1NDY., 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 = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzzGI1NDY., 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\_UUI=  
 &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 #01\*\*gent: 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\_UUI=

&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//HTTPPC:/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
```

## Analyse

Dans le missile aux performances améliorées, la variable d'UseXVXMLParams doit être placée à « N » si le serveur VXML est dans l'écoulement d'appel. S'il n'est pas placé, le CVP ajoute Server.vxml à l'extrémité de l'URL qui n'existe pas. En conséquence, le serveur VXML renvoie un message d'erreur 400 et la passerelle VXML renvoie code d'erreur 9 qui signifie l'URL faux.

## Question 7 : SigDigit

**CVP n'a aucune artère pour l'étiquette VRU après avoir ajouté SigDigit au début**

```
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 (JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352848286935 >>BODY: replyto=true callguid=FC0AA4D71000013A61C2A4310A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstntrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 15:11:26 PST 2012 calltypeid=4 localOffset=-480 callelegid= 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=, rcdays=, 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 =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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, rcdays=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 =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,
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 = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
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 isWriteable=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=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=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 =  
OT1mMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [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=OT1mMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.  
>>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 =  
OT1mMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [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 =  
OT1mMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 =  
OT1mMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 =  
OT1mMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 = OT1mMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,  
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 =  
OT1mMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [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:
(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 msecs
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 msecs

```

## Analyse

Quand SigDigit est utilisé, CVP ajoute le SigDigit au début pour tous les appels sortants du CVP avant qu'il recherche une artère. Si une artère statique est utilisée, le CVP doit avoir l'artère statique de l'étiquette VRU préfixée avec SigDigit. Le même est vrai pour le nombre de rappel aussi bien que des artères de nombre de poste de l'agent. Si un proxy est utilisé à la place, le proxy doit avoir l'artère pour l'étiquette VRU et nombre de rappel aussi bien que le poste de l'agent avec SigDigits a préfixé.

## Question 8 : L'application de passerelle VXML n'est pas configurée pour SigDigit

```

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 =
NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. - [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 =
NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. - [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 =
NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. - [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=NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. 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 pstntrkgrpsrcip=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=, rcdy=,  
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=, rcdy=, 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, rcdy=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, rcdy=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 =
NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk., 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 = NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. - [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 isWriteable=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=NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk.
>>STATE: isTabular=false isWriteable=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 =  
NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. - [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 =  
NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. - [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 (JMSDestination)=Topic(CVP.SIP.CC.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 =  
NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk., 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 = NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. -  
[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 =

NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. - [ 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\_UUI=, 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\_UUI=, 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 (JMSDestination)=  
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\_UUI=, 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 msecs  
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 =  
NjE0M2E1ZDAxZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. - [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 = NjE0M2E1ZDAxZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. - [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 (JMSDestination)=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=  
 NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. >>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 = NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. - [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 = NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk., 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 = NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk., 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 = NjE0M2E1ZDAXZTRjZjR1NzM3YzgxNTE3YjBjMmYwOTk. - [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=ds6a2af88  
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=ds6a2af88  
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=ds6a2af88

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//HTTPC:/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\_UUI=  
&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 #01\*\*r-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=ds6a2af88  
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\_UUI=&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\_UUI=&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=ds6a2af88
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=ds6a2af88
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

```

## Analyse

Si SigDigit est en service et le CVP a correctement configuré une artère pour lui, l'appel arrive sur la passerelle VXML avec DNIS pendant que l'étiquette de SigDigits + VRU + l'identification de corrélation en plus numéro appelé du « entrant » des cadran-pairs qui doit apparier la combinaison ci-dessus, le bootstrap devraient également être configurées avec SigDigit. S'il n'est pas configuré, quand la passerelle VXML envoie la nouvelle demande de HTTP d'appel au CVP, elle n'élimine pas les chiffres, ainsi le CVP envoie l'ID faux de corrélation basé sur « la longueur maximum de DNIS » au missile aux performances améliorées. Par conséquent, l'appel échoue par la suite.

## Question 9 : Le CallManager obtient l'étiquette fausse VRU pour transférer

```

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: 00000000007188E01DA492900000000 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: 00000000007188E01DA492900000000
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.

```

## Analyse

Tandis que la PAGE CVP doit avoir le VRU réseau configuré, la PAGE CUCM ne doit pas avoir le VRU réseau configuré. Si on le configure, le missile aux performances améliorées suppose qu'il peut prendre en charge l'ID de corrélation que CUCM ne fait pas. En conséquence, quand la passerelle JTAPI (JGW) reçoit le message il reçoit seulement l'étiquette VRU, pas l'ID de corrélation ajouté. L'appel échoue. Cependant, si aucun VRU réseau n'est configuré, le JGW obtient l'artère en tant que la « étiquette VRU + ID de corrélation ».

## Question 10 : Le CallManager n'ajoute pas SigDigit au début à l'étiquette 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:  
000000000007188F01DA492C00000000 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:  
000000000007188F01DA492C00000000 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: 000000000007188F01DA492C00000000  
 16:03:52:775 PG1A-jgw1 Trace: CallObservationEndedEv CID: 17242255

{Thrd=DATAI.5} Found an incoming CISCO-GUID hdr : 1621710080-0000065536-0000000034-2739159562, Generated a new CVP-ID  
hdr : 60A955000001000000000022A344420A  
6527: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} CALLGUID = 60A955000001000000000022A344420A 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 = 60A955000001000000000022A344420A 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 = 60A955000001000000000022A344420A 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=60A955000001000000000022A344420A  
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=60A955000001000000000022A344420A  
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 = 60A955000001000000000022A344420A,  
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:  
60A955000001000000000022A344420A,, 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 = 60A955000001000000000022A344420A  
- 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 = 60A955000001000000000022A344420A,  
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 = 60A955000001000000000022A344420A,
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 (JMSDestination)=Topic(CVP.SIP.CC.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 callegid=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]

```

## Analyse

Si le CVP est configuré pour SigDigit, il élimine un certain nombre de chiffres du numéro appelé. Quand CUCM envoie l'appel avec la « étiquette VRU + l'ID de corrélation », le CVP élimine quelques chiffres du début. Les résultats sont que l'ID faux de corrélation est envoyé au missile aux performances améliorées. Dans ce cas, le missile aux performances améliorées envoie

l'étiquette 9876543210 VRU et l'ID 9026 de corrélation. CUCM envoie l'appel au CVP en tant que 98765432109026. Le CVP est configuré pour SigDigit = 3. Le CVP sort 987 comme SigDigit. Alors il sépare l'étiquette VRU et l'ID de corrélation basé sur la longueur maximale de DNIS qui est 10. sur 65432109026, l'ID de corrélation devient 6 est qui ce que CVP envoie au missile aux performances améliorées. Et comme prévu, le missile aux performances améliorées renvoie l'ID inconnu 6 de corrélation, et le chronomètre pour l'ID 9026 de corrélation. Dans ce cas, le modèle d'artère CUCM doit préfixer SigDigit (dans ce cas 606) à l'artère d'étiquette VRU au CVP.

## Conclusion

Il pourrait sembler difficile parfois de dépanner « envoient à VRU » ou « exécutez le script ext. », mais il peut être facile si la bonne approche est suivie. En raison de la dépendance sur des applications multiples, il pourrait exiger de vous de passer par des logs/suivis de plusieurs périphériques. Voici les étapes logiques à suivre :

1. Début avec les journaux du routeur. Déterminez si le routeur assignait un niveau et/ou le script VRU VRU pour fonctionner.
2. Vérifiez la commande de logins CVP pour déterminer à quelle distance dans le flux des messages l'appel est.

Ces deux étapes donnent fournissent une compréhension très bonne de l'état d'appel et vous mènent à l'étape suivante, qui est si mettre au point la passerelle du Cisco IOS® VXML, serveur VXML, et ainsi de suite.