

CVP "VRU로 전송" 및 "외부 스크립트 실행" 실패

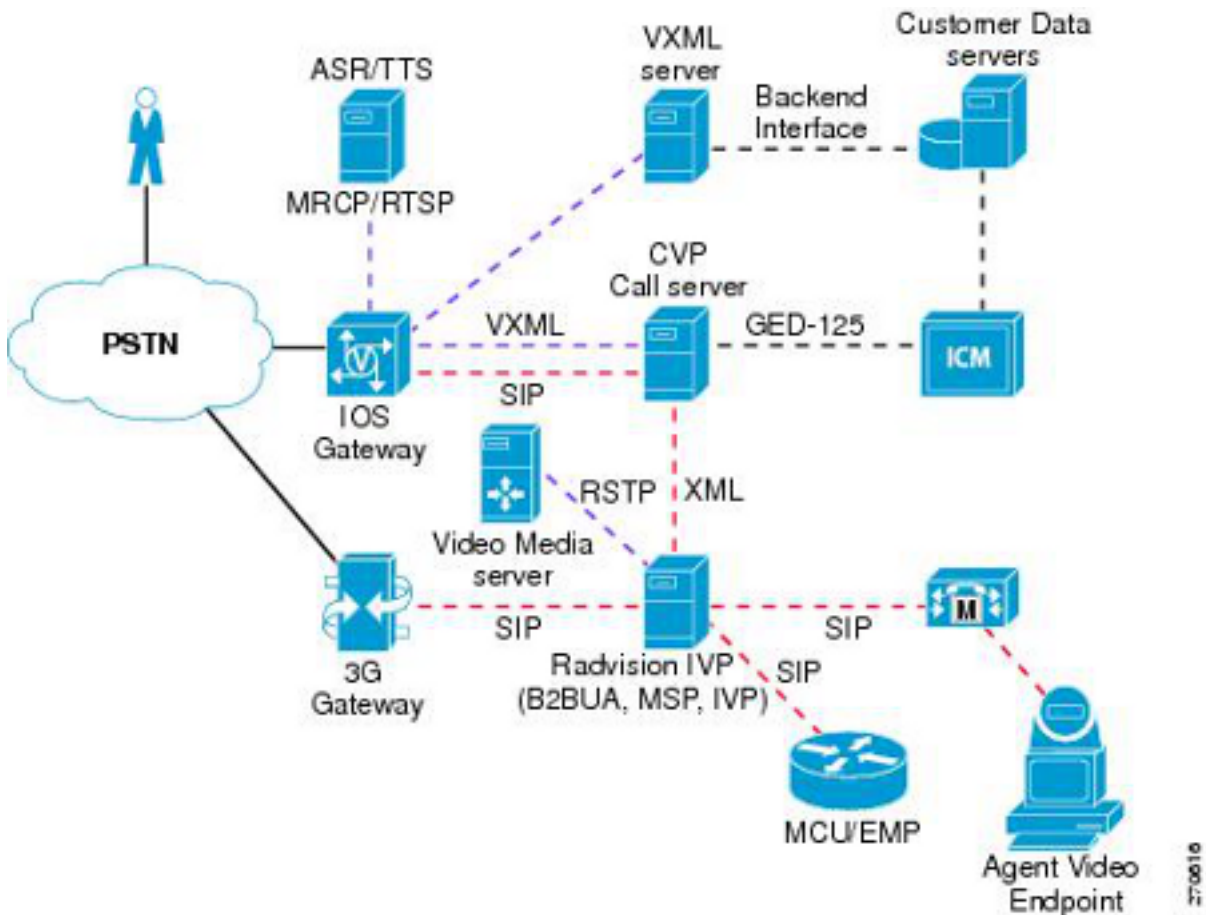
소개

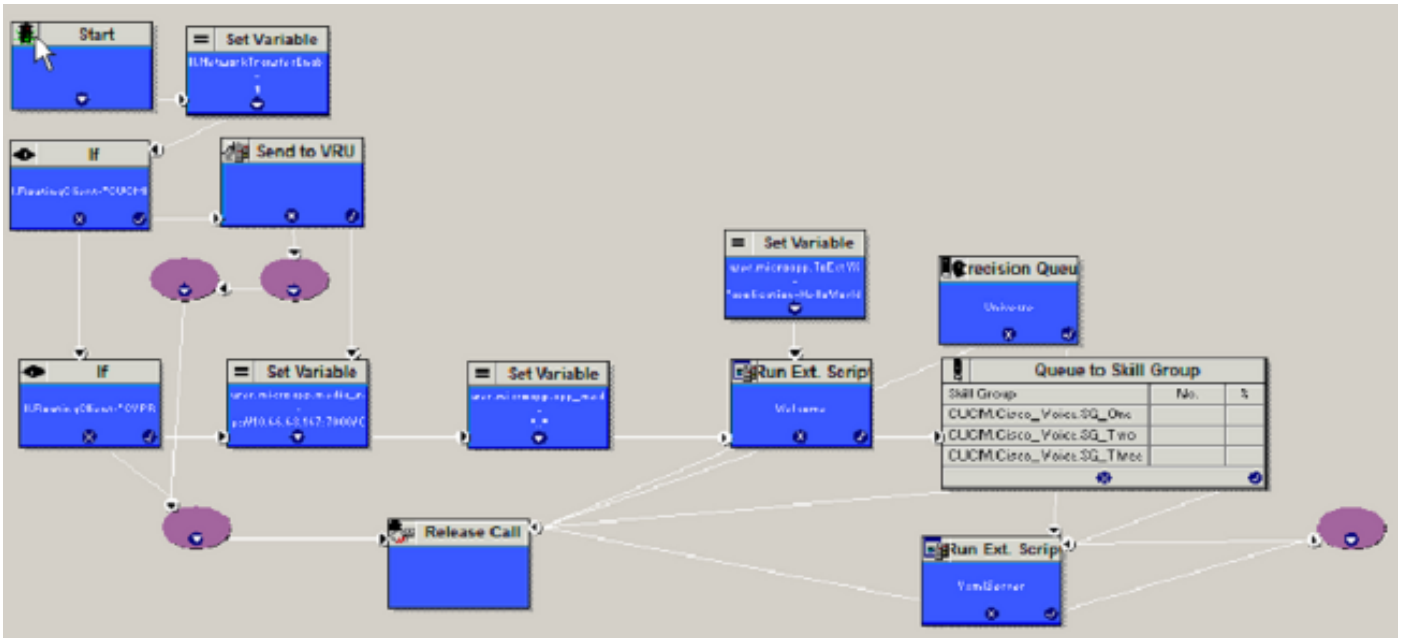
이 문서에서는 "Send to VRU" 및 "Run Ext Script" 오류에 대해 설명합니다. 이러한 접근 방식을 예측 문제 해결이라고 합니다. 예측 가능한 트러블슈팅을 통해 로그, 관련 동작 및 이를 해결하는 최상의 방법을 기반으로 문제를 파악할 수 있습니다.

CVP(Customer Voice Portal) 구축에서 "Send to VRU" 또는 "Run Ext Script" 노드의 통화 실패는 매우 일반적입니다. ICM(Intelligent Contact Management)의 단일 노드이지만 CVP, VXML(Voice XML) 게이트웨이 및/또는 VXML 서버에서 발생해야 하는 많은 신호 이벤트가 있습니다. 여러 장소 구성을 올바르게 완료해야 합니다. 대부분의 오류는 컨피그레이션 오류 또는 ICM 외부의 오류로 인해 발생합니다. 장치의 가장 일반적인 컨피그레이션 문제 및/또는 장애에 익숙해지면 프로덕션 네트워크의 실제 문제를 쉽게 해결할 수 있습니다.

네트워크 다이어그램

CVP를 사용하여 "VRU로 전송" 및/또는 "다음 스크립트 실행"





"Send to VRU" 또는 "Run Ext Script" 노드의 배경

CVP, Cisco CUCM(Unified Communications Manager) 또는 기타 PG(Peripheral Gateway)를 통해 ICM에 통화가 도착하면 ICM에서 알림을 재생하고 사용자 입력을 수집하려면 VRU(Voice Response Unit) 처리가 필요할 수 있습니다. 이렇게 하려면 먼저 ICM에서 네트워크 VRU로 통화를 보내야 합니다. 네트워크 VRU만 알림을 재생하고 사용자 입력을 수집할 수 있습니다. 따라서 통화가 CVP 또는 CUCM을 통해 PSTN(Public Switched Telephony Network)에서 ICM으로 도착하면 ICM은 "VRU로 보내기" 노드를 사용하여 통화를 네트워크 VRU로 보내야 합니다. 암시적 "Send to VRU"(예: "Run Ext Script" 또는 "Queue to Skill Group")가 있는 노드가 있습니다. 통화가 네트워크 VRU에 도착하면 ICM은 "외부 스크립트 실행" 노드를 실행합니다.

ICM에서 사용할 VRU를 식별하는 방법

ICM이 CVP 라우팅 클라이언트에서 통화를 수신하고 네트워크 VRU로 통화를 전송해야 하는 경우 ICM은 전화를 건 번호에 대해 구성된 고객 인스턴스를 찾습니다. 고객 인스턴스가 식별되면 ICM은 해당 고객 인스턴스에 대해 구성된 네트워크 VRU를 사용합니다. 그런 다음 ICM은 해당 네트워크 VRU에서 라우팅 클라이언트의 레이블을 찾습니다. 상관관계 ID와 함께 ICM은 VRU 레이블을 CVP 라우팅 클라이언트로 전송합니다. 고객 인스턴스가 구성되지 않은 경우 기본 네트워크 VRU를 구성해야 합니다. 하지만 모범 사례로서, 고객 인스턴스는 항상 전화 건 번호에 따라 정의되어야 합니다.

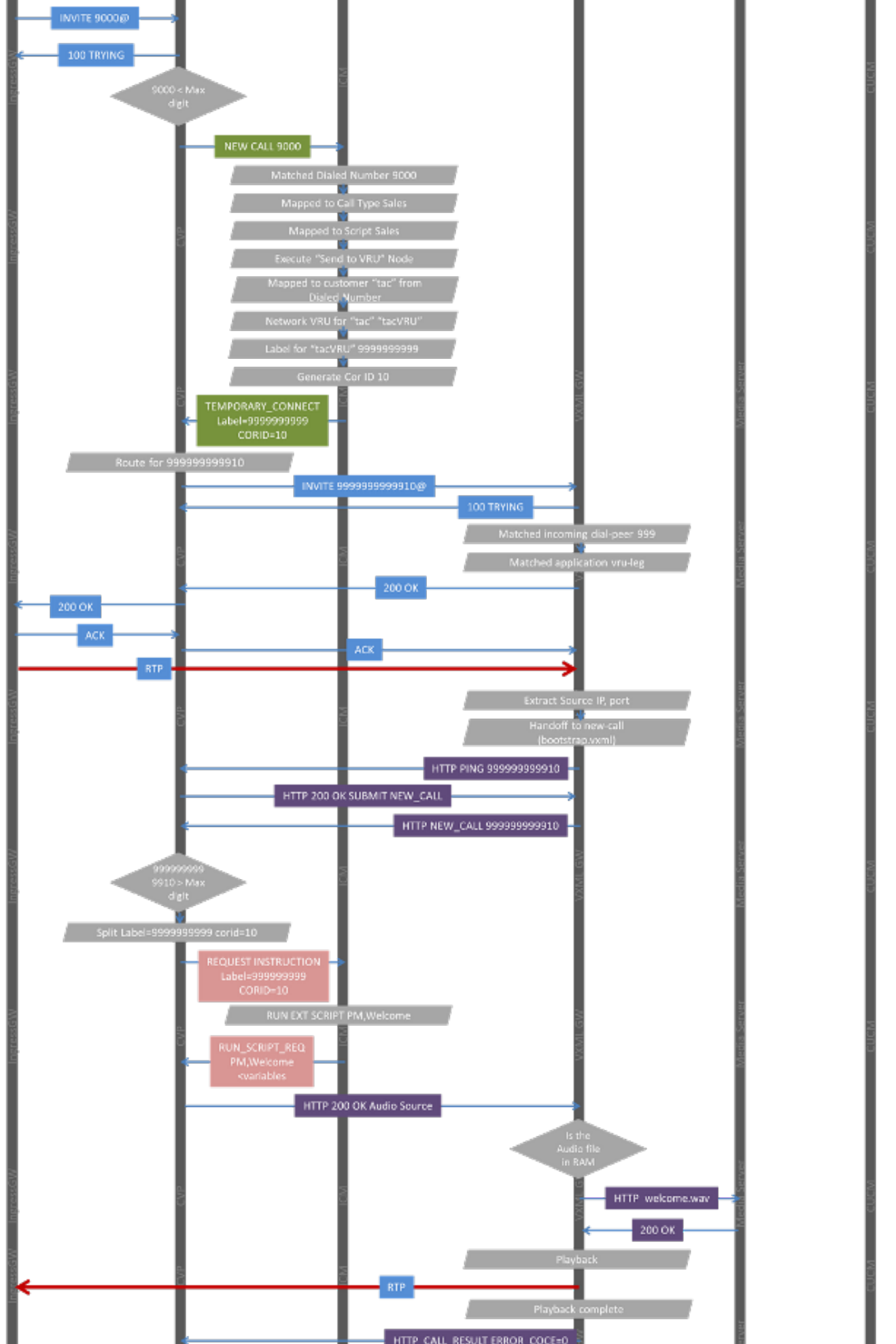
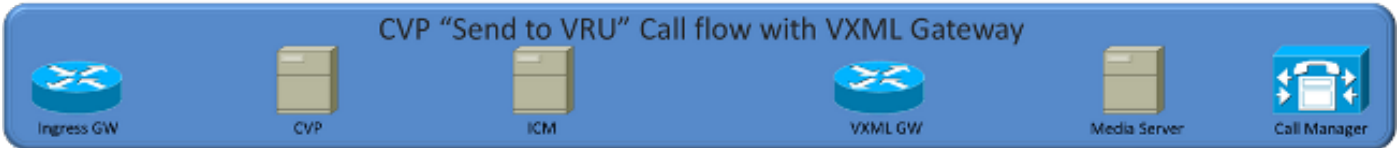
래더 다이어그램

통화 흐름 변경은 통화가 어디에서 시작되어 ICM에 도달하는지에 따라 달라집니다. 또한 통화에서 사용되는 신호 프로토콜에 따라 달라집니다. 이에 따라 다음과 같은 다양한 사다리 다이어그램이 있습니다.

1. SIP(Session Initiation Protocol) - PSTN 게이트웨이가 CVP로 통화를 전송하고 CVP가 ICM으로 전송합니다.
2. SIP - CUCM이 통화를 ICM으로 전송하고 CVP로 전송

SIP - PSTN 게이트웨이가 CVP로 통화를 전송하고 CVP가 ICM으로 전송합니다.

CVP "Send to VRU" Call flow with VXML Gateway



1. 인그레스 게이트웨이가 CVP에 INVITE를 전송합니다.
2. CVP는 100개의 TRYING으로 돌아갑니다.
3. CVP는 새 통화 또는 VRU 통화인지 확인합니다.DNIS(Digital Number Identification Service) 길이를 확인합니다.DNIS 길이가 ICM 하위 시스템에 정의된 "Max DIGIT"보다 작거나 같으면 CVP는 새 통화임을 알고 있습니다.
4. CVP는 NEW_CALL 요청을 ICM에 보냅니다.
5. ICM PG가 NEW_CALL을 Route Request로 변환하고 ICM 라우터로 전송하면
 - ICM 라우터는 라우트 요청 DNIS를 전화 건 번호와 일치시키려고 시도합니다.
 - 전화 건 번호가 일치하면 ICM에서 통화 유형에 매핑합니다.
 - 통화 유형이 일치하면 스크립트에 매핑됩니다.스크립트가 지금 실행되도록 예약된 경우 ICM 라우터가 스크립트를 실행합니다.
 - 스크립트가 "Send to VRU" 또는 "Run Ext Script" 노드에 도달하면 ICM에서 VRU로 통화를 보내야 합니다.올바른 네트워크 VRU를 찾으려고 합니다.
 - 전화 건 번호에 따라 ICM은 이 전화 건 번호가 속한 고객을 찾습니다.
 - 고객이 발견되면 ICM에서 사용할 네트워크 VRU를 찾습니다.
 - ICM 라우터는 CVP RC에 대해 정의된 레이블을 선택하고 상관관계 ID를 생성합니다.
6. CVP는 9999999999라는 레이블과 상관관계 ID 10을 가져오고 이를 결합하여 경로를 찾습니다.프록시는 사용되지 않으므로 SIP에 정의된 고정 경로입니다.
7. CVP는 999999999910 통화를 VXML 게이트웨이로 전송합니다.
8. VXML 게이트웨이에서 호출할 애플리케이션으로 bootstrap.tcl이 있는 다이얼 피어와 9999999910이 일치합니다.
9. VXML 게이트웨이는 통화를 수락하고 CVP에 200OK를 전송합니다.
10. CVP는 VXML 게이트웨이의 200 OK에서 복사한 SDP(Secure Device Provisioning)가 있는 인그레스 게이트웨이로 200 OK를 반환합니다.
11. 인그레스 게이트웨이는 CVP에 ACK를 전송합니다.이제 통화의 인바운드 레그의 트랜잭션이 완료되었습니다.
12. CVP는 VXML 게이트웨이로 ACK를 전송합니다.여기에 종속성이 있습니다.인바운드 레그 ACK가 수신되지 않으면 CVP는 VXML 게이트웨이로 ACK를 전송하지 않습니다.
13. 그 동안 VXML 게이트웨이에서 부트스트랩 애플리케이션은 SIP 헤더를 추출하여 이 통화가 발신된 위치를 확인합니다.이 정보를 사용하여 CVP에 HTTP 요청을 보냅니다.
14. VXML 게이트웨이는 SIP 호출이 발생한 CVP에 HTTP PING 메시지를 보냅니다.
15. CVP IVR(Interactive Voice Response) 하위 시스템이 200OK로 응답합니다.
16. 이제 VXML 게이트웨이가 DNIS=999999999910을 사용하여 CVP에 NEW_CALL HTTP 요청을 보냅니다.
17. DNIS는 훌륭하므로 CVP에 "최대 숫자"가 정의됩니다(10). CVP는 VRU 반환 호출임을 알고 있으므로 레이블과 상관관계 ID를 분할하고 레이블 = 999999999, 상관관계 ID=10인 CVP에 REQUEST INSTRUCTION을 보냅니다.
18. 상관관계 ID=10에 따라 ICM은 통화가 대기된 노드의 스크립트를 확인합니다.따라서 "다음 스크립트 실행"이라는 다음 단계를 계속 실행합니다. "RUN_SCRIPT_REQ"를 PM으로 전송하며, 다른 ECC(Error-Correcting Code) 변수와 함께 시작합니다.
19. ECC 변수 및 RUN_SCRIPT_REQ 명령을 사용하여 CVP IVR 하위 시스템은 VXML 문서를 빌드하고 200 OK로 다시 전송합니다.
20. VXML 게이트웨이가 200 확인을 수신하고 재생할 웨이브 파일 및 위치를 결정합니다.
21. 캐시와 파일이 없기 때문에 HTTP 요청을 웹 서버에 보내 파일을 확인합니다.
22. 웹 서버가 오디오 파일과 함께 200OK를 전송합니다.
23. VXML 게이트웨이는 오디오 파일을 RTP(Routing Table Protocol)로 인그레스 게이트웨이로 전송합니다.
24. VXML 게이트웨이가 파일을 재생하면 CALL_RESULT, ERROR_CODE=0을 사용하여

CVP에 다른 HTTP 요청을 보냅니다.

25. CVP는 ERROR_CODE=0과 함께 "RUN_SCRIPT_RESULT"를 ICM에 보냅니다.
26. ICM은 "Run Ext Script(다음 스크립트 실행)" 노드의 성공적인 분기를 거쳐 "Queue to Skill Group(직무 그룹에 대한 대기열)"으로 이동합니다.
27. 이제 ICM에서 VRU 레그를 분리해야 합니다.따라서 ICM은 VRU 레그에서 연결을 끊습니다.
28. 동시에 ICM은 CONNECT 레이블 2001을 스위치 레그로 전송합니다.
29. CVP는 연결을 끊으려면 VXML 게이트웨이의 HTTP 요청에 200OK를 보냅니다.
30. 동시에 CVP는 SIP 레그의 BYE를 VXML 게이트웨이로 전송합니다.
31. BYE가 VXML 게이트웨이로 전송되면 CVP는 다이얼 플랜 컨피그레이션에 따라 VXML 게이트웨이로 라우팅되는 SIP INVITE를 919191로 전송합니다.
32. CVP는 919191 통화에 대해 VXML 게이트웨이로부터 200OK를 수신하면 Re INBOUND leg/Ingress Gateway로 Re INVITE를 다시 보냅니다.
33. 인그레스 게이트웨이가 새 재초대에 대해 200OK를 전송합니다.
34. CVP는 인그레스 게이트웨이와 VXML 게이트웨이로 ACK를 전송합니다.
35. RTP 경로는 인그레스 게이트웨이와 VXML 게이트웨이 간에 설정되며 고객은 벨소리를 들을 수 있습니다.
36. 이제 CVP는 2001년 CUCM에 SIP INVITE를 전송합니다.
37. CUCM은 100 TRYING 및 180 RINGING 이벤트를 전송합니다.CVP는 180 RINGING 메시지로 아무 작업도 수행하지 않습니다.
38. 상담원이 통화에 응답하면 CUCM이 200을 보냅니다.
39. 이렇게 하면 CVP에서 여러 이벤트가 트리거됩니다.
40. CVP가 919191 VXML 링 백 레그에 BYE를 보냅니다.CVP는 오디오 경로를 Phone으로 변경하기 위해 인그레스 게이트웨이로 다시 리초대를 보냅니다.
41. 인그레스 게이트웨이가 새 재초대에 200OK를 전송합니다.
42. CVP는 인그레스 게이트웨이와 CUCM에 ACK를 전송합니다.
43. 이제 인그레스 게이트웨이와 IP 전화기 간에 오디오가 설정됩니다.

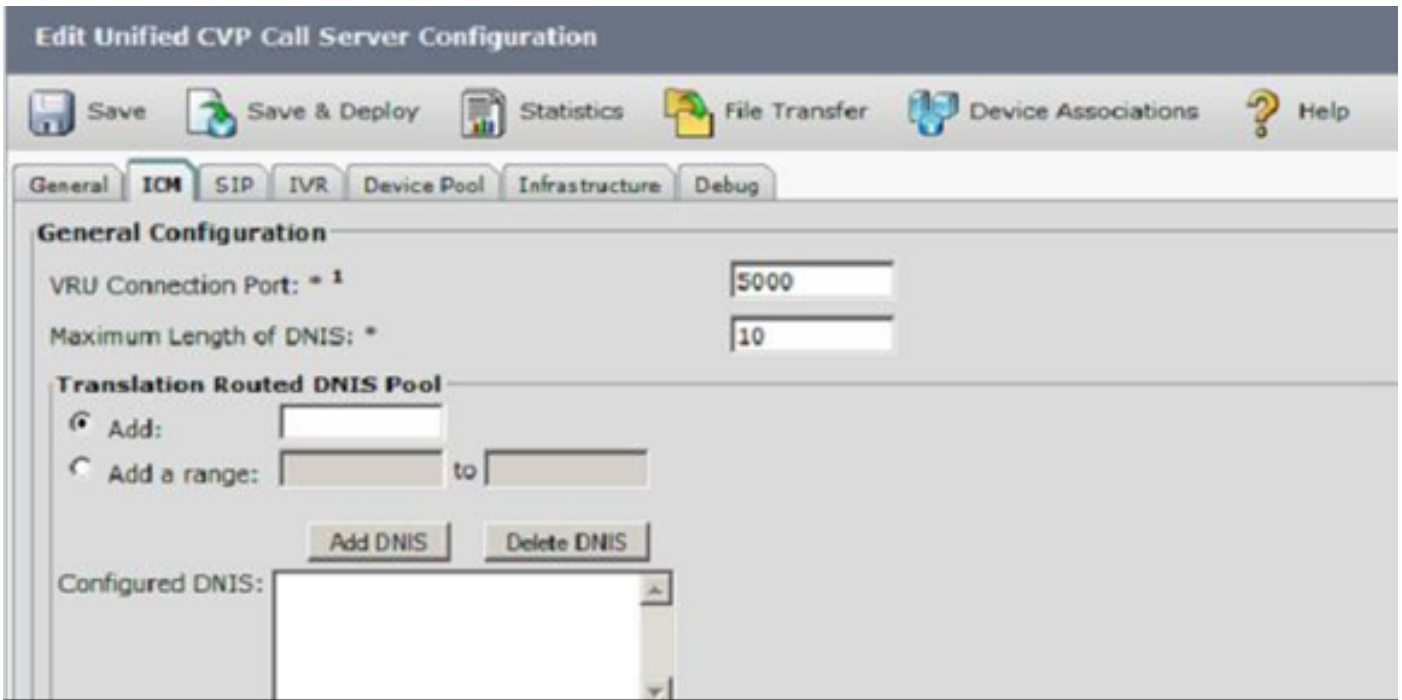
구성

PSTN 게이트웨이 구성

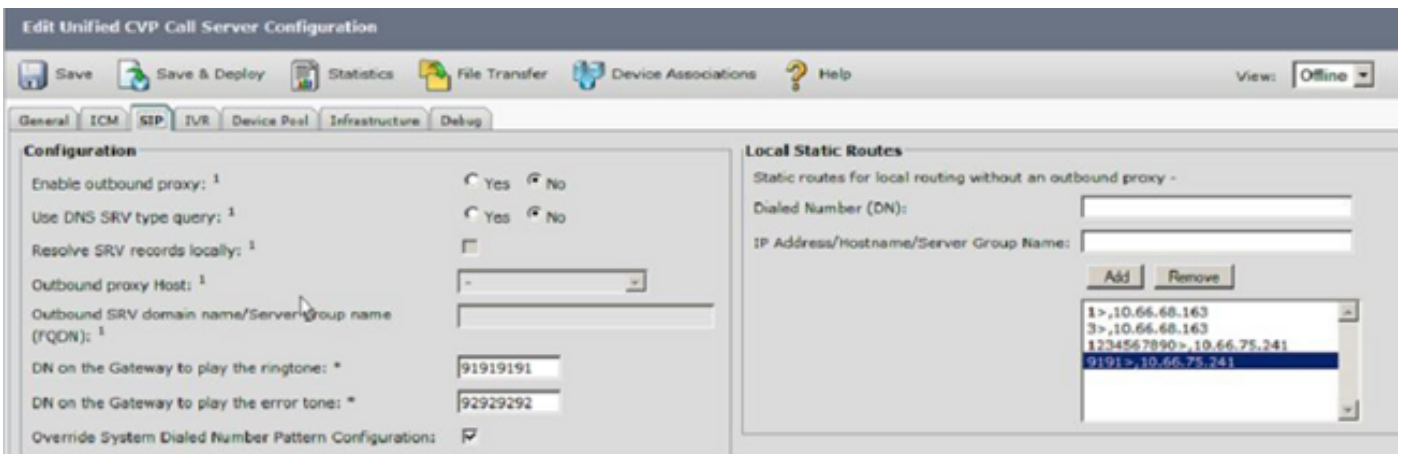
```
dial-peer voice 2000 voip
destination-pattern 20..
translate-outgoing called 1
session protocol sipv2
session target ipv4:10.66.68.169
session transport tcp
codec g711ulaw
no vad
```

CVP 구성

"Maximum Length of DNIS"는 VRU 레이블의 길이와 일치해야 합니다.

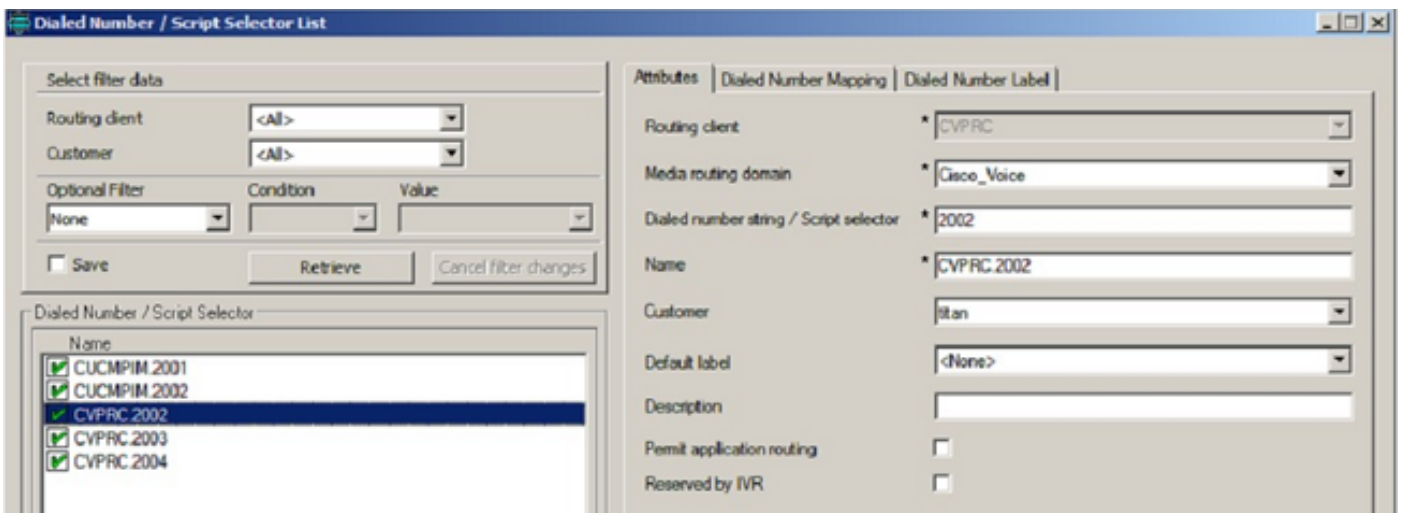


CVP에는 VRU 레이블에 대한 로컬 경로 또는 프록시가 있어야 합니다."발신자에게 전송"이 구성된 경우 CVP는 인그레스 게이트웨이를 VXML 게이트웨이로 사용합니다.

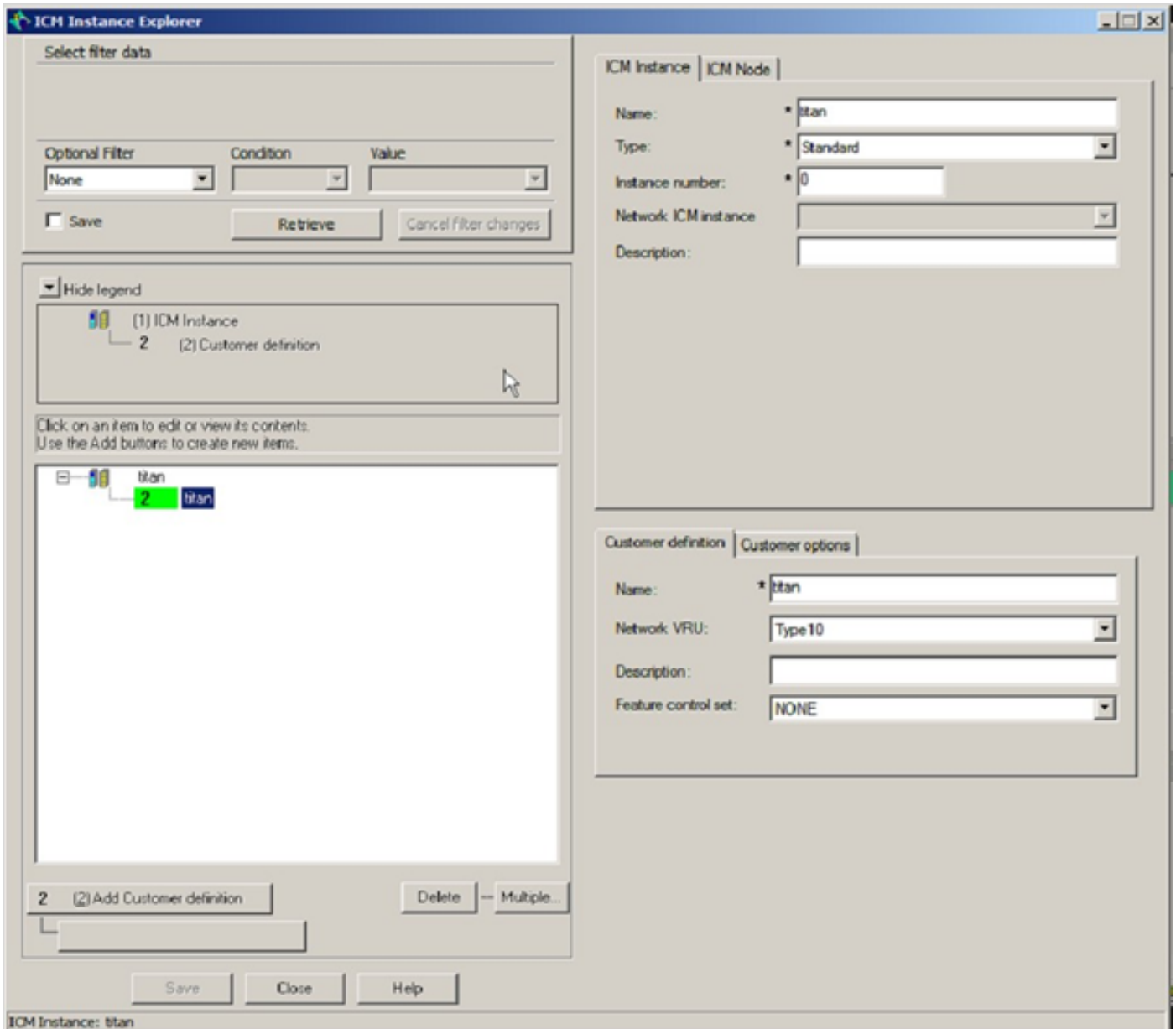


ICM 컨피그레이션

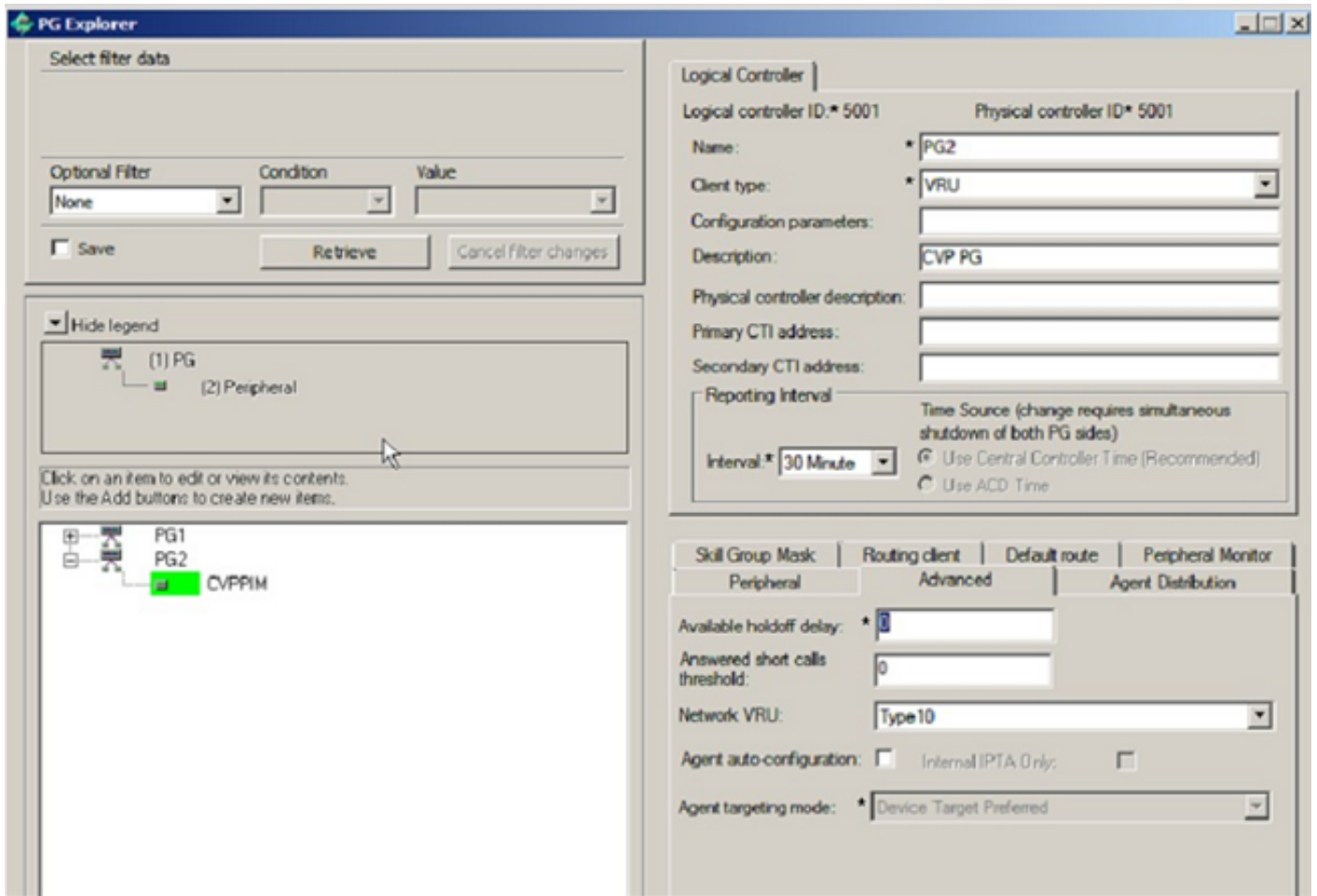
전화 건 번호에는 연결된 고객이 있어야 합니다.통화 유형에 연결된 고객도 있는 것이 좋습니다.



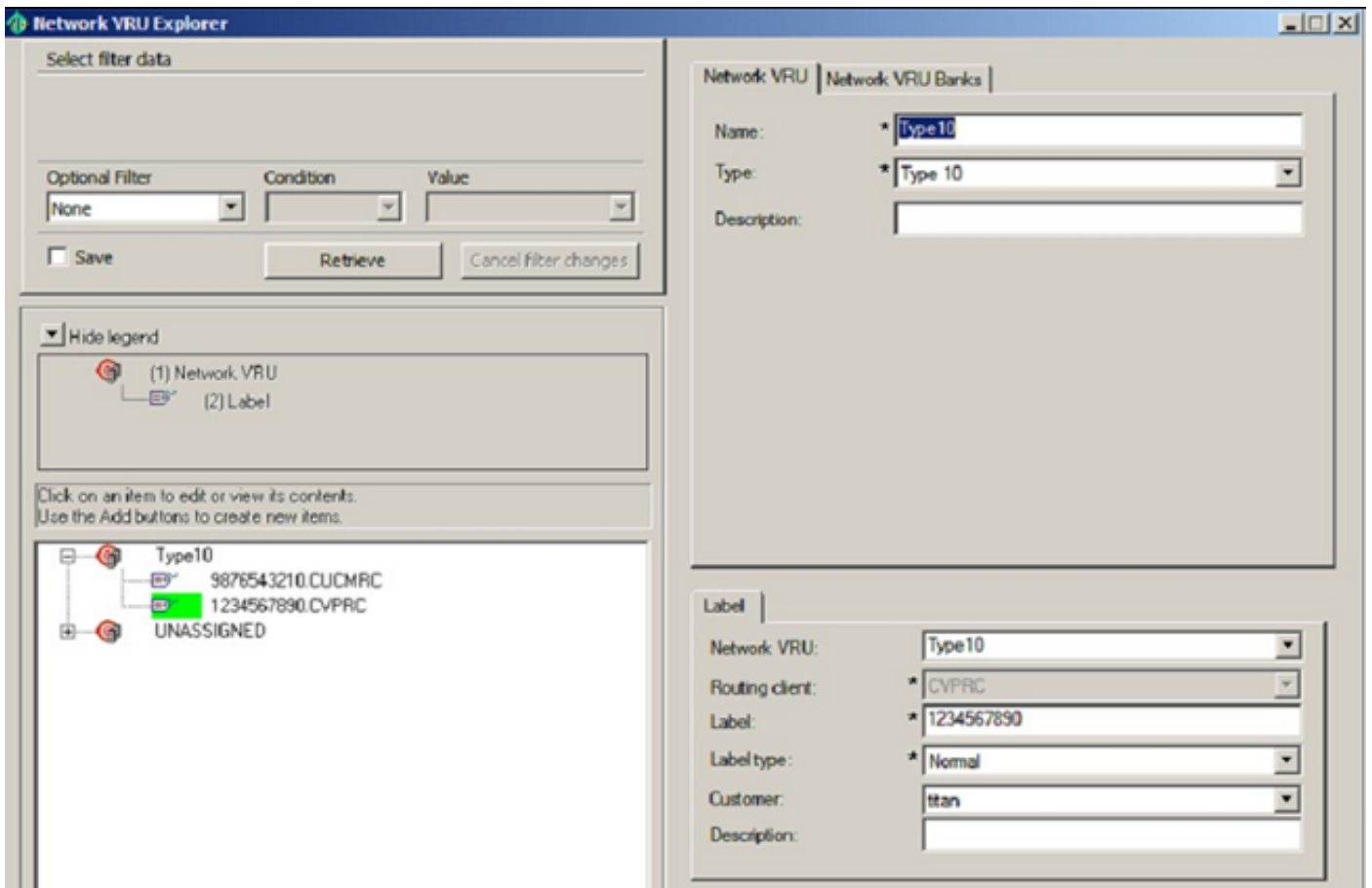
고객/인스턴스가 네트워크 VRU와 연결되어야 합니다.



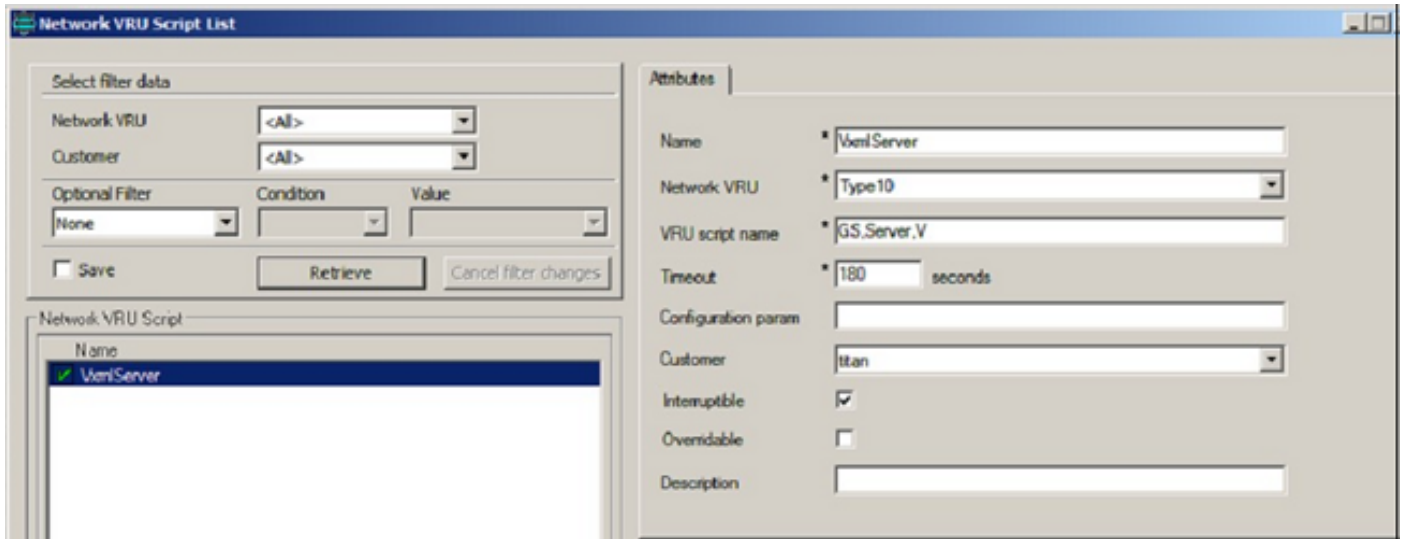
CVP PG/라우팅 클라이언트에는 네트워크 VRU가 연결되어 있어야 합니다.



유형 10 네트워크 VRU를 구성해야 합니다. 모든 CVP PG에 레이블이 추가되어야 합니다. 레이블 길이는 CVP의 "DNIS의 최대 길이" 컨피그레이션과 일치해야 합니다.



네트워크 VRU 스크립트는 네트워크 VRU와 연결되어야 합니다.



VXML 게이트웨이 구성

TCL(Tool Command Language) 애플리케이션을 구성해야 합니다. 적절한 응용 프로그램을 다이얼 피어와 연결해야 합니다. "헤더 전달"을 구성해야 합니다. 부트스트랩 애플리케이션에서 CVPHOST를 구성해야 합니다.

```
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
!
```

문제 해결

이 문서에서는 "VRU로 보내기" 및/또는 "외부 스크립트 실행" 문제를 해결하는 방법에 대해 설명하므로 PSTN의 통화가 이미 ICM에 있고 ICM이 "VRU로 보내기" 노드에 도달한다고 가정합니다. 다음은 잘못될 수 있는 통화 흐름의 각 단계를 살펴보고 그 결과와 그 결과를 어떻게 봐야 하는지를 연구하는 방법입니다. 이러한 세부사항은 Lab에서 사용됩니다.

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

문제 1:ICM에서 VRU 레이블을 찾지 못함

전화 건 번호에 정의된 고객 없음

```
12:41:02:591 ra-rtr Trace: (763757 x 0 : 0 0) NewCall: CID=(150429,204),  
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=012:41:02:591  
ra-rtr Trace: (763757 x 0 : 0 0) Dialog RunScript node - connecting  
to VRU now.12:41:02:591 ra-rtr Trace: (763757 x 0 : 0 0) Customer not found for dialed  
number (2003) - using default.  
12:41:02:591 ra-rtr No network VRU is configured for dialed number  
CVPRC.2003(ID:5003)  
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) No network VRU is configured for  
dialed number CVPRC.2003(ID:5003)  
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Dialog RunScript node - connect to  
vru failed. - marking it as unavailable  
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) RouteComplete:  
12:41:02:592 ra-rtr Trace: Route: CID=(150429,204), Labels=0  
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Dialog sending release call  
message to Routing Client ID(5001).  
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Deleting Dialog.  
12:41:02:599 ra-rtr Trace: For message (9) from routing client CVPRC (ID 5001)  
could not find dialog id (763757).  
  
10356206: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:  
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr: 4046731059-0268435770-1607086881  
-0172115113, Generated a new CVP-ID hdr : F13437331000013A5FCA33210A4244A9  
10356207: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:  
{Thrd=DATAI.11} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID =  
ldoycbefrqsphso - [INBOUND]: Call is missing an RPID header.  
No survivability in use.10356208: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800:  
%CVP_9_0_SIP-7-PARAM:  
{Thrd=DATAI.11} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID =  
ldoycbefrqsphso - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI  
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
```

10356209: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F13437331000013A5FCA33210A4244A9
legid=ldoycbefrqsphso dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
12:41:02 PST 2012 video=false cachecallcontext = false is_postcallsurvey = false
RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
10356210: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL (JMSTimestamp)=
Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666462003 >>BODY: replyto=true
callguid=F13437331000013A5FCA33210A4244A9 ani=1231234 dnis=2003 timezone=
America/Los_Angeles version=CVP_9_0 pstnrtrkgprsrcip=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, pstnrtrunkgroupid=10.66.68.157 ,
pstnrtrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
F13437331000013A5FCA33210A4244A9,, LEGID = null, DNIS = -1, ANI = -1 10678138:
10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-8-ICM-3810659} CALLGUID = F13437331000013A5FCA33210A4244A9 -
New call 10678139: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800:
%CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-8-ICM-3810659} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=763757, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=F13437331000013A5FCA33210A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstnrtrunkgroupid=10.66.68.157 ,
pstnrtrunkgroupchannelnum=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
(JMSTimestamp)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352666462018
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F13437331000013A5FCA33210A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=false cursor=-1
10356212: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} Sending BUS MSG:>>HEADERS:

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

분석

ICM은 전화를 건 번호의 고객 인스턴스에 따라 네트워크 VRU를 선택합니다.전화 건 번호에 고객 인스턴스가 없는 경우 ICM은 통화에 대한 네트워크 VRU 레이블을 찾지 못합니다.ICM이 CVP에 "RELEASE"를 보냅니다.

고객에게 정의된 "네트워크 VRU" 없음

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 = igxjkbngsdckmey - [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 = igxjkbngsdckmey - [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=igxjkbngsdckmey 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

(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 callegid=igxjkbngsdckmey >>STATE: isTabular=false isWriteable=true cursor=-1

10678148: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =

F137A04F1000013A2D3C96650A4244A9, DLGID = -1 [null] - Processing ,,

[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,

locationpkid=, locationsiteid=, srcaddr=10.66.68.157,

pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,

sipheader=, rkey=, rcdays=, rcseq=, uui=, calltypeid=4,

CallContext:, user.media.id: F137A04F1000013A2D3C96650A4244A9,,

LEGID = null, DNIS = -1, ANI = -1

10678149: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =

F137A04F1000013A2D3C96650A4244A9 - New call

10678150: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=763758, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=F137A04F1000013A2D3C96650A4244A9, rkey=, rcd=, 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 = igxjkbngsddkme, 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 = igxjkbngsddkme, 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 = igxjkbngsddkme, 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 = igxjkbngsddkme -
[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=
igxjkbngsddkme
>>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=igxjkbngsddkme >>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 = igxjkbngsddkme - [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 = igxjkbngsddkme - [INBOUND]: No Dialog Responding: No final response
on this leg.

10678153: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,

causeCode=NORMAL_COMPLETION,, LEGID = igxjkbngsdckmey, DNIS = 2003,
ANI = 1231234
10678154: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=763758,
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = igxjkbngsdckmey, DNIS = 2003, ANI = 1231234
10678155: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Deleted dialogue.
Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
10678156: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
10678157: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F137A04F1000013A2D3C96650A4244A9 -
Call will not be cached for post call survey
10678158: 10.66.68.169: Nov 11 2012 12:44:58.062 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=ICM Garbage Collector} CALLGUID = F137A04F1000013A2D3C96650A4244A9,
DLGID = 763758 [SIP_LEG] - Purged dialogue.

분석

ICM은 전화를 건 번호에서 유효한 고객 인스턴스를 찾으면 해당 ICM 인스턴스에서 네트워크 VRU를 찾습니다. 정의된 네트워크 VRU가 없으면 ICM에서 네트워크 VRU 레이블을 찾지 못합니다. ICM이 CVP에 "RELEASE"를 보냅니다.

라우팅 클라이언트에 대한 VRU 레이블 없음

```
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) NewCall: CID=(150429,206),  
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0  
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Dialog RunScript node -  
connecting to VRU now.  
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Correlation id for dialog  
is (8902).  
12:47:24:213 ra-rtr No label configured on network VRU Type10(ID:5000)  
for routing client CVPRC(ID:5001).  
12:47:24:213 ra-rtr Trace: (763759 x 8902 : 0 0) No label configured on  
network VRU Type10(ID:5000) for routing client CVPRC(ID:5001).  
12:47:24:213 ra-rtr Trace: (763759 x 8902 : 0 0) Dialog RunScript node -  
connect to vru failed. - marking it as unavailable  
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) RouteComplete:  
12:47:24:213 ra-rtr Trace: Route: CID=(150429,206),  
Labels=012:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Dialog sending release call  
message to Routing Client ID(5001).  
12:47:24:214 ra-rtr Trace: (763759 x 0 : 0 0) Deleting Dialog.  
12:47:24:221 ra-rtr Trace: For message (9) from routing client CVPRC (ID 5001)
```

could not find dialog id (763759).

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

10356225: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F13A09DA1000013A42BE23A20A4244A9 LEGID =
oqexcflszqejdij - [INBOUND]: Call is missing an RPID header.
No survivability in use.

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

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

RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber
= null

10356228: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSTDestination)=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=, rkey=, rcdy=, 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, rkey=, rcdy=,
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
(JMSTimestamp)=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 (JMSTimestamp)=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.

분석

ICM이 네트워크 VRU를 찾더라도 유형은 10이어야 하며 통화가 도착한 라우팅 클라이언트에 대해 구성된 레이블이 있어야 합니다.ICM이 CVP에 "RELEASE"를 보냅니다.

PG에 구성된 "네트워크 VRU"가 없습니다.

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 =
nxkrvgqvmyrtrt - [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 =
nxkrvgqvmyrtrt - [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=nxkrvgqvmyrtrt 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
(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=nxkrvgqvmyrttp
>>STATE: isTabular=false isWriteable=true cursor=-1
421: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:,
user.media.id: F6077E781000013A677BD3A90A4244A9,, LEGID = null, DNIS = -1,
ANI = -1
422: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9
- New call
423: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=16,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F6077E781000013A677BD3A90A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id: F6077E781000013A677BD3A90A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = nxkrvgqvmyrttp, 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 = nxkrvgqvmyrttp, DNIS = 2003, ANI = 1231234
425: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-113-ICM-113} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [MsgBus:IALOGUE_FAILURE], ssId=SYS_SIP1,
errorCode=E_UNSPECIFIED_FAILURE,, LEGID = nxkrvgqvmyrttp, 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 = nxkrvgqvmyrttp - [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 (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=nxkrvgqvmyrttp >>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 = nxkrvgqvmyrttp - [INBOUND] DURATION (msecs) = 0 - HANGUP with Call
History
540: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800:

%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrttp - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 0 and
Call History : [id:5004]
541: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} Using Outbound Proxy for
sip:92929292@10.66.68.164:5060
542: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrttp - [INBOUND] REDIRECTING with 302 response.
426: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID = nxkrvgvqvmyrttp,
DNIS = 2003, ANI = 1231234
427: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=16,
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = nxkrvgvqvmyrttp, DNIS = 2003, ANI = 1231234
428: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
429: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9 -
Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs
430: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F6077E781000013A677BD3A90A4244A9 - Call will not be cached for post
call survey

분석

통화가 네트워크 VRU로 전송되기 전에 ICM은 라우팅 클라이언트에 네트워크 VRU 기능이 있는지 여부를 확인해야 합니다. 이를 위해 라우팅 클라이언트 PG에 Type 10(또는 이전 스타일 컨피그레이션의 Type 5)이어야 하는 네트워크 VRU가 구성되어 있어야 합니다. ICM은 CVP에 "Dialog Failure"를 보냅니다.

문제 2:CVP에 VRU 레이블에 대한 경로가 없습니다.

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=, rkey=, rcd=, 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, rkey=, rcd=, 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 = vzhaijmlkklgum, 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, rkey=210, rcd=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 = vzhaijmlkklgum, 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,
rkey=210, rcd=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 = vzhaijmlkklgum,
DNIS = 2003, ANI = 1231234
10356436: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlkklgum - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352667769517
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9 RouterCallKey=210
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:

```
callvars=[, , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=8906 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150429
labeltype=-1 label=12345678908906 localOffset=-480 calllegid=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 = vzhaijmlkklgum, 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 = vzhaijmlkklgum - [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=vzhaijmlkklgum >>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=vzhaijmlkklgum
>>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 = vzhaijmlkklgum, 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 = vzhaijmlkklgum, 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]
```

분석

ICM의 모든 컨피그레이션이 올바르면 ICM은 VRU 레이블과 상관관계 ID를 CVP로 보냅니다. 이제 CVP는 VXML 게이트웨이로 통화를 전송할 경로를 가져야 합니다. CVP에 고정 경로가 있거나 CVP가 프록시를 사용하여 통화를 라우팅할 수 있습니다. 그러나 두 경우 모두 CVP가 통화를 VXML 게이트웨이로 라우팅할 수 있어야 합니다.

문제 3: VXML 게이트웨이가 VRU TCL 스크립트를 호출하지 못함

올바른 다이얼 피어와 일치하지 않음

```
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
(JMSTimestamp)=1352670876943
>>BODY: replyto=true callguid=F177950F1000013A0ECE85280A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgprsrcip=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=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
F177950F1000013A0ECE85280A4244A9,, LEGID = null, DNIS = -1, ANI = -1

10678287: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9
- New call

10678288: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=763765,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F177950F1000013A0ECE85280A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
F177950F1000013A0ECE85280A4244A9, user.cvp_server_info:
10.66.68.169,, LEGID = 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, 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

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

10356488: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND]: Updated by :
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID =
F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
with event type INV_REJECTED
10356489: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (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:ICM: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 msec
10678298: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID = F177950F1000013A0ECE85280A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 250 msec
10678299: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F177950F1000013A0ECE85280A4244A9 - Call will not be cached for post
call survey
10356497: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = 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 = tmywxhkiressfmot - [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 = tmywxhkiressfmot - [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 = tmywxhkiressfmot - [INBOUND] : Exception in respond:
com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: error sending response
Nov 12 05:17:36.466: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:12345678908907@10.66.75.241;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bK+yQ5v8ztHdoMCGcD6HKw2g~~1517323
Max-Forwards: 69
To: <sip:12345678908907@10.66.75.241;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=dse83387c1
Call-ID: F177950F1000013A0ECE85280A4244A9-135267087694378764@10.66.68.169
CSeq: 1 INVITE
Content-Length: 205
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4051145999-0268435770-0248415528-0172115113
Cisco-Gucid: F177950F1000013A0ECE85280A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

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

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

Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/cc_api_display_ie_subfields:
cc_api_call_setup_ind_common:
cisco-username=1231234
----- ccCallInfo IE subfields -----
cisco-ani=sip:1231234@10.66.68.169:5060
cisco-anitype=0
cisco-aniplan=0
cisco-anipi=0
cisco-anisi=0

dest=sip:12345678908907@10.66.75.241;transport=tcp
cisco-desttype=0
cisco-destplan=0
cisco-rdie=FFFFFFFF
cisco-rdn=
cisco-rdntype=0
cisco-rdnplan=0
cisco-rdnpi=-1
cisco-rdnsi=-1
cisco-redirectreason=-1 fwd_final_type =0
final_redirectNumber =
hunt_group_timeout =0

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

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

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

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

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

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

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

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

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

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

Set Up Event Sent;

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

Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/cc_process_call_setup_ind:
Event=0x6A84C990

Nov 12 05:17:36.474: //-1/xxxxxxxxxxxx/CCAPI/cc_setupind_match_search:
Try with the demoted called number 12345678908907

Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/ccCallSetContext:
Context=0x74DFFC40

Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/cc_process_call_setup_ind:

>>>>CCAPI handed cid 7470647 with tag 92001 to app

"_ManagedAppProcess_Default"

분석

CVP가 통화를 VXML 게이트웨이로 라우팅할 수 있는 경우 해당 통화는 VRU 다이얼 피어를 수신 다이얼 피어로 매칭해야 합니다. 다른 다이얼 피어가 일치하는 경우 적절한 처리를 위해 필요한 애플리케이션이 없습니다. 이 경우 수신 다이얼 피어 92001 및 CCAPI 핸들을 애플리케이션 "Default"에 맞춰봅니다. 이 문제는 게이트웨이의 CCAPI가 다이얼 피어에서 응용 프로그램을 찾지 못할 때 발생합니다. 수신 다이얼 피어와 일치하지 않는 이유는 여러 가지가 있습니다.

- VRU 레그에 대해 구성된 다이얼 피어가 없습니다.
- 인바운드 일치 패턴이 VRU 호출에 대한 DNIS와 일치하지 않습니다. VRU 다이얼 피어에서 "incoming called-number"가 있는 번호 SIP 메시지를 확인합니다.
- CVP가 VXML 게이트웨이 다이얼 피어에서 구성되지 않았을 수 있는 SigDigits 앞에 있는지 확인합니다.

다이얼 피어에 구성된 애플리케이션/서비스 없음

14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) NewCall: CID=(150429,212),

DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0

14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) Dialog RunScript node - connecting to VRU now.

14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) Correlation id for dialog is (8908).

14:06:32:083 ra-rtr Trace: (763766 x 8908 : 0 0) TransferToVRU:

Label=1234567890, CorID=8908, VRUID=5000, RCID=5001

14:06:32:083 ra-rtr Trace: (763766 x 8908 : 0 0) TransferConnect sent.

Dialog pending.

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) ReRoute: Reason=1

CallState=1.

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog handling a reroute request

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog resuming (ReRoute requested.) status (1)

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) RouteComplete:

14:06:32:335 ra-rtr Trace: Route: CID=(150429,212), Labels=0

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog sending release call message to Routing Client ID(5001).

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Deleting Dialog.

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

{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4051860323-0268435770-

0451345016-0172115113, Generated a new CVP-ID hdr :

F1827B631000013A1AE6FA780A4244A9

10356506: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID =

kywgxdqfxwzckpx - [INBOUND]: Call is missing an RPID header. No

survivability in use.

10356507: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-PARAM:

{Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID =
kywgxdqfxwzckpx - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356508: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F1827B631000013A1AE6FA780A4244A9
legid=kywgxdqfxwzckpx dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
14:06:31 PST 2012 video=false cachecallcontext = false is_postcallsurvey =
false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
10356509: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSTimestamp)=1352671591267
>>BODY: replyto=true callguid=F1827B631000013A1AE6FA780A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
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=, rcday=, 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=, rcday=, 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, rcday=150429,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10678306: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-330-ICM-3810707} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8908, command=null,

```
rckey=212,   rcday=150429,   rcseq=0,   CallContext:,
user.microapp.UseVXMLParams: N,   user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = kywgxdqfxwzckpx,
DNIS = 2003, ANI = 1231234
10356510: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSTimestamp)=1352671591267 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
(JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS_SIP1)
>>BODY: callguid=F1827B631000013A1AE6FA780A4244A9 RouterCallKey=212
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=8908 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150429
labeltype=-1 label=12345678908908 localOffset=-480 calllegid=kywgxdqfxwzckpx
>>STATE: isTabular=false isWriteable=false cursor=-1
10356511: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Static route matched 12345678908908 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
10356512: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Using Local Static Route for
sip:12345678908908@10.66.75.241
10356513: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Found an incoming CISCO-GUID hdr :
4051860323-0268435770-0451345016-0172115113, Found an existing CVP-ID
hdr: F1827B631000013A1AE6FA780A4244A9
10356514: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:
INVITE TO <sip:12345678908908@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
10356515: 10.66.68.169: Nov 11 2012 14:06:31.298 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 -
[OUTBOUND]: Invitation proceeding 100
10356516: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 -
[OUTBOUND] - DsSipInvitation - <sip:12345678908908@10.66.75.241;transport=tcp>;
tag=F2F438D0-19C8 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1
10356517: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-
135267159128378765 - [OUTBOUND]: with event type INV_REJECTED
10356518: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:
```

CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352671591517 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9
RouterCallKeySent=false causecode=0 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Sun Nov 11 14:06:31 PST 2012 localOffset=-480
eventid=1 calllegid=F1827B631000013A1AE6FA780A4244A9-
135267159128378765 >>STATE: isTabular=false isWriteable=true cursor=-1
10356519: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]
DURATION (msecs) = 234 - HANGUP with Call History
10356520: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]: No
Dialog Cancelling: No final response on this leg.
10356521: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:
hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: Invalid
input: IN_HANGUP - invitation terminated
10356522: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706073} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-
135267159128378765 - [OUTBOUND]: with event type TERMINATED
10356523: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Waiting 2000 millisecs before terminating.
10678307: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=CONNECT_FAILURE,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234
10678308: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=763766,
sendSeqNo=2, eventId=CONNECT_FAILURE, causeCode=NONE,,
LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10678309: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=763766,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,
ANI = 1231234
10678310: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10356524: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-116-SIP-2706075} MessagingWorker:run: CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND] ICM
Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352671591532
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F1827B631000013A1AE6FA780A4244A9 dnis=2003 causecode=0

timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false isWriteable=false
cursor=-1
10356525: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-116-SIP-2706075} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352671591532 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9
RouterCallKey=212 RouterCallKeySent=false causecode=1
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 14:06:31 PST 2012
label=12345678908908 localOffset=-480 eventid=6 calllegid=kywgxdqfxwzckpx
>>STATE: isTabular=false isWriteable=true cursor=-1
10678311: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,
ANI = 1231234
10678312: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing , , [ICM_EVENT_REPORT],
dialogueId=763766, sendSeqNo=3, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,
ANI = 1231234
10678313: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
265 msec
10678314: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 265 msec
10678315: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F1827B631000013A1AE6FA780A4244A9 -
Call will not be cached for post call survey
10356526: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] DURATION (msecs) = 2262 - HANGUP with Call
History12345678908908|-1;
10356527: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2262 and
Call History : 12345678908908|-1; [id:5004]
10356528: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for making
calls to [92929292]. Please add this route. [id:5010]
10356529: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Destination URL is null, cannot make the
REFER. [id:5004]
10356530: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=pool-1-thread-49-SIP-2706074} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTDestination)=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: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:

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

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

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

Call Entry Is Not Found

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

cc_api_call_setup_ind_common:
cisco-username=1231234
----- ccCallInfo IE subfields -----
cisco-ani=sip:1231234@10.66.68.169:5060
cisco-anitype=0
cisco-aniplan=0

```
cisco-anipi=0
cisco-anisi=0
dest=sip:12345678908908@10.66.75.241;transport=tcp
cisco-desttype=0
cisco-destplan=0
cisco-rdie=FFFFFFFF
cisco-rdn=
cisco-rdntype=0
cisco-rdnplan=0
cisco-rdnpi=-1
cisco-rdnsi=-1
cisco-redirectreason=-1 fwd_final_type =0
final_redirectNumber =
hunt_group_timeout =0
```

```
Nov 12 05:29:30.797: //-1/F1827B631AE6/CCAPI/cc_api_call_setup_ind_common:
  Interface=0x70C7C3F0, Call Info(
  Calling Number=sip:1231234@10.66.68.169:5060, (Calling Name=) (TON=Unknown,
NPI=Unknown, Screening=Not Screened, Presentation=Allowed),
  Called Number=sip:12345678908908@10.66.75.241;transport=tcp (TON=Unknown,
NPI=Unknown),
  Calling Translated=FALSE, Subscriber Type Str=Unknown,
FinalDestinationFlag=TRUE,
  Incoming Dial-peer=999, Progress Indication=NULL(0), Calling IE Present=TRUE,
  Source Trkgrp Route Label=, Target Trkgrp Route Label=, CLID
Transparent=FALSE), Call Id=7470649
```

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

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

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

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

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

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

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

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

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

```
Nov 12 05:29:30.801: :FEATURE_VSA attributes are: feature_name:0,
feature_time:2014708808, feature_id:1851832
```

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

```
  Set Up Event Sent;
  Call Info(Calling Number=(TON=Unknown, NPI=Unknown, Screening=Not Screened,
Presentation=Allowed),
  Called Number=(TON=Unknown, NPI=Unknown))
```

```
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/cc_process_call_setup_ind:
```

```
  Event=0x6A84C990
```

```
Nov 12 05:29:30.801: //-1/xxxxxxxxxxxx/CCAPI/cc_setupind_match_search:
```

```
  Try with the demoted called number 12345678908908
```

```
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/ccCallSetContext:
```

```
  Context=0x75C406AC
```

```
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/cc_process_call_setup_ind:
  >>>>CCAPI handed cid 7470649 with tag 999 to app "_ManagedAppProcess_Default"
Nov 12 05:29:30.801: //7470649/F1827B631AE6/SIP/Msg/ccsipDisplayMsg:
```

분석

VXML 게이트웨이의 VRU 다이얼 피어는 bootstrap.tcl인 VRU 애플리케이션에 대해 구성해야 합니다. 다이얼 피어에 구성된 서비스/애플리케이션이 없는 경우 VXML 게이트웨이는 통화를 라우팅하려고 시도하고 아웃바운드 다이얼 피어를 찾습니다. 일치하는 아웃바운드 다이얼 피어가 없는 경우 어떤 경우에도 통화가 실패합니다. 이 경우 VRU 다이얼 피어인 수신 다이얼 피어 999와 매칭하더라도 CCAPI(Call Control API)가 "Default(기본)" 애플리케이션에 대한 통화를 처리하는 것을 보여줍니다. 즉, Dial-peer 999에 VRU/부트스트랩 애플리케이션이 구성되어 있지 않습니다.

문제 4:VXML 게이트웨이가 CVP에 HTTP 요청을 보낼 수 없음

헤더 전달이 구성되지 않음

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

```
203: 10.66.68.169: Nov 12 2012 10:15:23.034 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} Generated a new CISCO-GUID hdr : 4124392090-0268435770-
0719450081-0172115113, Generated a new CVP-ID
hdr : F5D53A9A1000013A2AE1EFE10A4244A9
204: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID =
fpcqoafwavftcja - [INBOUND]: Call is missing an RPID header.
No survivability in use.
205: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169
FromURI sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
206: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} NEW CALL with guid=F5D53A9A1000013A2AE1EFE10A4244A9
legid=fpcqoafwavftcja dn=2003 ani=1231234 uui=null calldate=Mon Nov 12
```

10:15:23 PST 2012 video=false cachecallcontext = false is_postcallsurvey
= false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
207: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(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
pstntrkrgrpsrcip=10.66.68.157 calldate=Mon Nov 12 10:15:23 PST 2012
calltypeid=4 localOffset=-480 calllegid=fpcqoafwavftcja
>>STATE: isTabular=false isWriteable=true cursor=-1
182: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID =
F5D53A9A1000013A2AE1EFE10A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F5D53A9A1000013A2AE1EFE10A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
183: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
- New call
184: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=6,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F5D53A9A1000013A2AE1EFE10A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
F5D53A9A1000013A2AE1EFE10A4244A9, user.cvp_server_info: 10.66.68.169,,
LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234
185: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-219-ICM-23} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT], dialogueId=6,
sendSeqNo=1, label=1234567890, correlationId=8918,
callguid=F5D53A9A1000013A2AE1EFE10A4244A9, rckey=206, rcday=150430,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = fpcqoafwavftcja, DNIS = 2003,
ANI = 1231234
186: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-219-ICM-23} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8918, command=null,
rckey=206, rcday=150430, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234
208: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:

```
{Thrd=pool-1-thread-220-SIP-197} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS_SIP1)
(JMSTimestamp)=1352744123050 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9 RouterCallKey=206
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP user.microapp.
FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N
>>STATE: isTabular=false 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]:
Aked 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:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F5D53A9A1000013A2AE1EFE10A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=fpcqoafwavftcja >>STATE: isTabular=false isWriteable=false cursor=-1
222: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352744143346 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9
RouterCallKey=206 RouterCallKeySent=true causecode=1
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:15:43 PST 2012
label=12345678908918 localOffset=-480 eventid=6 calllegid=fpcqoafwavftcja

>>STATE: isTabular=false isWriteable=true cursor=-1
223: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND] DURATION (msecs) = 20312 - HANGUP with
Call History12345678908918|-1;
191: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234
192: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=6,
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234
193: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 20 secs,
296 msecs
194: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 -
Deleted call. Duration: 0 hrs, 0 mins, 20 secs, 296 msecs
195: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 - Call will not be cached for
post call survey
224: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: Terminated with Q.850;cause=16
225: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-228-SIP-202} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: with event type TERMINATED
226: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND] DURATION
(msecs) = 20311 - HANGUP with Call History
227: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Terminated with Q.850;cause=16

Nov 13 01:38:23.081: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:

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

Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bKde5beb23-704a3ca7-23217025
-4ed30023-1

Via: SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=
z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~14

Max-Forwards: 68

To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 1 INVITE
Content-Length: 205
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4124392090-0268435770-0719450081-0172115113
Cisco-Gucid: F5D53A9A1000013A2AE1EFE10A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

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

Nov 13 01:38:23.085: //7470684/xxxxxxxxxxxx/CCAPI/cc_api_caps_ind:

Call Entry Is Not Found

Nov 13 01:38:23.089: //-1/F5D53A9A2AE1/CCAPI/cc_api_display_ie_subfields:

cc_api_call_setup_ind_common:

cisco-username=1231234

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

cisco-ani=1231234

cisco-anitype=0

cisco-aniplan=0

cisco-anipi=0

cisco-anisi=0

dest=12345678908918

cisco-desttype=0

cisco-destplan=0

cisco-rdie=FFFFFFFF

cisco-rdn=

cisco-rdntype=0

cisco-rdnplan=0

cisco-rdnpi=-1

cisco-rdnsi=-1

cisco-redirectreason=-1 fwd_final_type =0

final_redirectNumber =

hunt_group_timeout =0

Nov 13 01:38:23.089: //-1/F5D53A9A2AE1/CCAPI/cc_api_call_setup_ind_common:

Interface=0x70C7C3F0, Call Info(

Calling Number=1231234,(Calling Name=)(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed),
Called Number=12345678908918(TON=Unknown, NPI=Unknown),
Calling Translated=FALSE, Subscriber Type Str=Unknown, FinalDestinationFlag
=TRUE,
Incoming Dial-peer=999, Progress Indication=NULL(0), Calling IE Present=TRUE,
Calling Translated=FALSE, Subscriber Type Str=Unknown, FinalDestinationFlag=
TRUE, Call Id=7470684

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

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

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

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

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

*** App-Info= ***

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

*** X-CallInfo= ***

Nov 13 01:38:23.105: //7470684/F5D53A9A2AE1/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 200 OK
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bKde5beb23-704a3ca7-23217025-
4ed30023-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=
z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~14
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
Date: Tue, 13 Nov 2012 01:38:23 GMT
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 1 INVITE
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,
NOTIFY, INFO, REGISTER

Allow-Events: kpml, telephone-event
Contact: <sip:12345678908918@10.66.75.241:5060;transport=tcp>
Supported: replaces
Supported: sdp-anat
Server: Cisco-SIPGateway/IOS-12.x
Supported: timer
Content-Type: application/sdp
Content-Disposition: session;handling=required
Content-Length: 191

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

Nov 13 01:38:23.109: //7470684//MSM :/ms_handle_stream_timer: >>ms_start_play()
Nov 13 01:38:23.109: //7470684//MSM :/ms_start_play: 13w6d mgdTstop(ply)
Nov 13 01:38:23.129: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
ACK sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~15
Max-Forwards: 70
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 1 ACK
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 13 01:38:23.141: //7470684//TCL :/tcl_HandoffObjCmd: handoff appl leg_
incoming new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL_LEGID=
DNIS=12345678908918 PROTOCOL=http PORT=8000 HOST=10.66.68.164
BACKUP=10.66.68.164 VERSION=CVP_9_0_1_0_0_0_634 UII=
Nov 13 01:38:23.141: //7470684//TCL :/tcl_handoff_common: appl leg_incoming
new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL_LEGID=
DNIS=12345678908918 PROTOCOL=http PORT=8000 HOST=10.66.68.164
BACKUP=10.66.68.164 VERSION=CVP_9_0_1_0_0_0_634 UII=
Nov 13 01:38:23.141: //7470684//AFW_:/vtd_lg_incoming: argc 4
Nov 13 01:38:23.141: //7470684//AFW_:/vtd_lg_incoming: Legs [7470684]
Nov 13 01:38:23.141: //7470684//Tcl :/tcl_parseCallID_vartagObj: VARTAG
Translation Leg Count=1
Nov 13 01:38:23.141: //-1//AFW_:/AFW_Module_ParseHandle: strModuleHandle
new-call

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

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

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

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

```
Nov 13 01:38:23.289: //7470684/F5D53A9A2AE1/VXML:/vxml_vapp_bgload:
  url http://10.66.68.164:8000/cvp/VBServlet?MSG_TYPE=PING&CALL_
DNIS=12345678908918&CALL_ANI=1231234&ERROR_CODE=0&RECOVERY_
VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_
ID=F5D53A9A1000013A2AE1EFE10A4244A9&CALL_LEGID=&CALL_UII=&VERSION=
CVP_9_0_1_0_0_0_634 cachable 1 fetchtimeout 7 maxage=-1 maxstale=-1
```

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

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

```
Nov 13 01:38:42.993: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
BYE sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~17
Max-Forwards: 70
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
From: <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 2 BYE
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Reason: Q.850;cause=16
```

분석

VXML 게이트웨이가 VRU 호출을 받으면 VRU 애플리케이션이 구성된 다이얼 피어와 일치합니다. 통화가 시작된 CVP를 확인하려면 VRU/부트스트랩 애플리케이션에서 SIP 헤더를 확인해야 합니다. 따라서 헤더 전달을 구성해야 합니다. 이 경우 수신 다이얼 피어 999가 일치하고 CCAPI가 부트스트랩 애플리케이션에 전달됩니다. 응용 프로그램이 SIP 헤더를 구문 분석하려고 시도하면 실패합니다. 부트스트랩 응용 프로그램에서 SIP 헤더를 볼 수 없는 경우 HTTP 요청을 통화의 소스 주소로 보내려고 시도합니다. 따라서 프록시를 통해 통화가 수신되면 HTTP 메시지가 프록시로 전송됩니다. 이 예에서 10.66.68.164은 CUPS 프록시입니다. 통화의 VRU 레그가 프록시에서 오고 헤더 전달이 구성되지 않았으므로(SIP 헤더를 구문 분석할 수 없음), 애플리케이션은 포트 8000에서 HTTP 요청을 10.66.68.164으로 보내려고 시도합니다. 이제 프록시에 포트 8000이 열려 있지 않습니다. 따라서 TCP 핸드셰이크가 실패하고 HTTP 메시지가 전송되지 않습니다. 프록시 환경의 경우 헤더 전달이 구성되거나 "param cvphost"가 HTTP 메시지를 전송하도록 구성됩니다.

문제 5:CVP가 VRU 레이블 및 상관관계 ID를 잘못 분할함

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

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

422: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Generated a new CISCO-GUID hdr : 4125482156-0268435770-
0540582043-0172115113, Generated a new CVP-ID hdr :
F5E5DCAC1000013A2038A09B0A4244A9
423: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID =
```

cxpzbgbgujotzle - [INBOUND]: Call is missing an RPID header.

No survivability in use.

424: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-PARAM:

{Thrd=DATAI.6} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID =

cxpzbgbgujotzle - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI

sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false

425: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=DATAI.6} NEW CALL with guid=F5E5DCAC1000013A2038A09B0A4244A9

legid=cxpzbgbgujotzle dn=2003 ani=1231234 uui=null calldate=Mon Nov 12

10:33:33 PST 2012 video=false cachecallcontext = false is_postcallsurvey

= false RouterCallKey = null RouterCallKeyDay = null

RouterCallKeySequenceNumber = null

426: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=DATAI.6} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL

(JMSTDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352745213100

>>BODY: replyto=true callguid=F5E5DCAC1000013A2038A09B0A4244A9

ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0

pstntrkgprsrcip=10.66.68.157 calldate=Mon Nov 12 10:33:33 PST 2012

calltypeid=4 localOffset=-480 calllegid=cxpzbgbgujotzle

>>STATE: isTabular=false isWriteable=true cursor=-1

361: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:

{Thrd=pool-1-thread-441-ICM-94} CALLGUID =

F5E5DCAC1000013A2038A09B0A4244A9, DLGID = -1 [null] - Processing ,,

[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,

locationpkid=, locationsiteid=, srcaddr=10.66.68.157,

pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,

sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,

CallContext:, user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,,

LEGID = null, DNIS = -1, ANI = -1

362: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:

{Thrd=pool-1-thread-441-ICM-94} CALLGUID =

F5E5DCAC1000013A2038A09B0A4244A9 - New call

363: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:

{Thrd=pool-1-thread-441-ICM-94} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,

DLGID = 12 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=12,

sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,

dialedNumber=2003, uui=, callguid=F5E5DCAC1000013A2038A09B0A4244A9,

rckey=, rcday=, 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 = cxpzbgbgujotzle, 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 = cxpzbgbgujotzle, 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 = cxpzbgbgujotzle,
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 = cxpzbgbgujotzle - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352745213116 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F5E5DCAC1000013A2038A09B0A4244A9 RouterCallKey=209 floatingvars=
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , ,] user.microapp.app_media_lib=
.. user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.
UseVXMLParams=N >>STATE: isTabular=false isWriteable=true cursor=-1
dnis=2003 correlationid=8922 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150430
labeltype=-1 label=12345678908922 localOffset=-480 calllegid=cxpzbgbgujotzle
>>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 = cpxzbgbgujotzle - [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 = cpxzbgbgujotzle - [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 = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234
437: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9

LEGID = cpxzbgbgujotzle - [INBOUND]: DsSipInviteDialog ack'ed
438: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: Updated by : CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cpxzbgbgujotzle - [INBOUND]:
with event type INV_ACKED
439: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: Acked the invite.
232: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor24} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678908922,
CALL_LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169,
CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
233: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor24} VXMLManager:generateVXML:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
234: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml,
CALL_DNIS=12345678908922, CALL_UUI=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
235: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallSession:addCall:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Added IVRCall
(DNIS=12345678908922 client: 10.66.75.241) to CallSession at slot: 0
236: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallMsgPublisher:sendNewCall:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Publishing
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL >>BODY:
replyto=true uui= callguid=F5E5DCAC1000013A2038A09B0A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=12345678908922
timezone=America/Los_Angeles mediatype=A version=CVP_9_0 calldate=Mon Nov 12
10:33:34 PST 2012 location= calltypeid=5 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=true cursor=-1
368: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,

pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rkey=, rcdays=, 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:IALOGUE_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:IALOGUE_FAILURE
(JMSTDestination)=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 msec

440: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 - [OUTBOUND]
DURATION (msecs) = 1965 - DIALOG TERMINATED. Reason: Q.850;cause=16

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

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

443: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=pool-1-thread-452-SIP-308} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352745217094 >>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9
RouterCallKey=209 RouterCallKeySent=true causecode=13
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:33:37 PST 2012
label=12345678908922 localOffset=-480 eventid=6 calllegid=cxpbzbgbgujotzle
>>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 = cxpbzbgbgujotzle - [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 = cxpbzbgbgujotzle - [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 = cxpbzbgbgujotzle, 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 = cxpbzbgbgujotzle, DNIS = 2003, ANI = 1231234
378: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 3 secs,
994 msecs
379: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 3 secs, 994 msecs

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

Received:

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

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

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

Max-Forwards: 68

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

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

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169
CSeq: 1 INVITE
Content-Length: 206
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4125482156-0268435770-0540582043-0172115113
Cisco-Gucid: F5E5DCAC1000013A2038A09B0A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=twinkle 262998732 1870908846 IN IP4 10.66.68.157
s=-
c=IN IP4 10.66.68.157
t=0 0
m=audio 8000 RTP/AVP 0 101
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

Nov 13 01:56:33.150: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 100 Trying
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-e5f6b267-3ff58c1f-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;
branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc
To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>
Date: Tue, 13 Nov 2012 01:56:33 GMT
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169
CSeq: 1 INVITE
Allow-Events: kpml, telephone-event
Server: Cisco-SIPGateway/IOS-12.x
Content-Length: 0

Nov 13 01:56:33.150: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 200 OK
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-

e5f6b267-3ff58c1f-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.
vxml&CLIENT_TYPE=IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&CALL_
LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169&CALL_UII
=&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: **MSG 61024 TRUNCATED**
MSG 61024 CONTINUATION #01ent: Cisco-IOS-C3825/15.1

Nov 13 01:56:33.486: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml; charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Mon, 12 Nov 2012 18:33:33 GMT
Connection: close

Nov 13 01:56:33.498:
Nov 13 01:56:33.506: //7470709//HTTTPC:/httpc_write_stream: Client
write buffer fd(0):
GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=12345678908922&CALL_UII=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&ERROR_CODE=
0 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1

Nov 13 01:56:33.730: HTTP/1.1 500 Internal Server Error
Server: Apache-Coyote/1.1
SVR_STATE: RUNNING
QUERY_STR: MSG_TYPE=CALL_NEW&CALL_DNIS=12345678908922&CALL_UII=&CALL_ANI=
sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.vxml&CLIENT_TYPE=
IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&ERROR_CODE=0
Content-Type: text/html; charset=ISO-8859-1
Transfer-Encoding: chunked

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

Connection: close

Nov 13 01:56:33.730: body:

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

Nov 13 01:56:33.730:

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

Sent:

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

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

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

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

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

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

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

Max-Forwards: 70

Timestamp: 1352771794

CSeq: 101 BYE

Reason: Q.850;cause=16

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

Content-Length: 0

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

Received:

SIP/2.0 200 Ok

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

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

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

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 101 BYE

Content-Length: 0

분석

VRU 호출이 작동하려면 "DNIS의 최대 길이" 및 VRU 레이블 길이가 일치해야 합니다. VRU 레이블과 상관관계 ID가 함께 있는 VXML 게이트웨이에서 HTTP 요청이 다시 수신되면 CVP는 "DNIS의 최대 길이"를 기준으로 VRU 레이블과 상관관계 ID를 분할합니다. ICM이 VRU 길이에 대해 구성된 ICM과 일치하지 않으면 CVP가 상관관계 ID를 잘못 분할합니다. 이는 결국 ICM에 의해 거부됩니다. 이 경우 ICM은 VRU 레이블 1234567890 및 상관관계 ID 8922를 전송합니다. CVP가 요청 지침을 보내면 상관관계 ID 922가 전송됩니다. 따라서 ICM은 922가 알 수 없는 상관관계 ID라고 불평합니다. ICM에서 상관관계 ID 8922의 통화 응답을 받지 못했으므로 시간 초과도 발생합니다. ICM은 상관관계 ID 8922 및 922의 통화가 동일한 통화에 속한다는 것을 알지 못합니다. 따라서 922에서는 알 수 없는 것으로 반환되고 8922에서는 시간이 초과되었습니다.

문제 6:ICM/CVP가 잘못된 URL을 보냅니다.

미디어 URL이 완전하지 않습니다.

```
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 =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: Call is
missing an RPID header. No survivability in use.
5736: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.10} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: ReQUI (DN)
sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:false m_
needs_postcallsurvey:false
5737: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.10} NEW CALL with guid=FB18F53A1000013A7AF65C0B0A4244A9
legid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. dn=2003 ani=1231234
uui=null calldate=Tue Nov 13 10:47:27 PST 2012 video=false
cachecallcontext = false is_postcallsurvey = false RouterCallKey = null
RouterCallKeyDay = null RouterCallKeySequenceNumber = null
5738: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL:
```

{Thrd=DATAI.10} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSTimestamp)=1352832447802
>>BODY: replyto=true callguid=FB18F53A1000013A7AF65C0B0A4244A9 ani=1231234
dnis=2003 timezone=America/Los_Angeles version=CVP_9_0 pstnrtrkgrpsrcip=
64.104.205.107 calldate=Tue Nov 13 10:47:27 PST 2012 calltypeid=4
localOffset=-480 calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.
>>STATE: isTabular=false isWriteable=true cursor=-1
1980: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=64.104.205.107,
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
1981: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 - New call
1982: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=116, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=, rcdays=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: FB18F53A1000013A7AF65C0B0A4244A9, user.cvp_server_info:
10.66.68.169,, LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.,
DNIS = 2003, ANI = 1231234
1983: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-171-ICM-704} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=116, sendSeqNo=1,
label=1234567890, correlationId=9000,
callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=201, rcdays=150431,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234
1984: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-171-ICM-704} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,,
[MsgBus:CONNECT], ssId=SYS_SIP1, labelType=, label=1234567890,
correlationId=9000, command=null, rckey=201, rcdays=150431,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., 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 =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [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=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.
>>STATE: isTabular=false isWriteable=false cursor=-1
5740: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Static route matched 12345678909000 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
5741: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Using Local Static Route for
sip:12345678909000@10.66.75.241
5742: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Found an incoming CISCO-GUID hdr :
4212716858-0268435770-2062965771-0172115113, Found an existing CVP-ID hdr:
FB18F53A1000013A7AF65C0B0A4244A9
5743: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9-
1352832447818137 - [OUTBOUND]: INVITE TO <sip:12345678909000@10.66.75.241;
transport=tcp> FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60]
100REL[Unsupported]
5744: 10.66.68.169: Nov 13 2012 10:47:28.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Invitation proceeding 100
5745: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Invitation accepted - ack'ing
5746: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.
5747: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: Updated by :
CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]: with
event type INV_ACCEPTED
5748: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]:
```

Send the 200 OK back to caller with SDP of this dialog.

5749: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} Sending BUS MSG:>>HEADERS: (JMSType)=
MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352832448379 >>BODY: callguid=
FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
10:47:28 PST 2012 label=12345678909000 localOffset=-480 eventid=4
calllegid=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137
>>STATE: isTabular=false isWriteable=true cursor=-1

1985: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=ANSWER,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234

1986: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=116, sendSeqNo=2, eventId=ANSWER,
causeCode=NONE,, LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ.,
DNIS = 2003, ANI = 1231234

1269: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB18F53A1000013A7AF65C0B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678909000,
CALL_LEGID=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137@10.66.68.169,
CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }

1270: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-6-VBCLIENT
_ADDED: Added client - Type: IOS Name: 10.66.75.241 [id:3013]

1271: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS

5750: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND]:
DsSipInviteDialog ack'ed

5751: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9
-1352832447818137 - [OUTBOUND]: Updated by : CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND]: with event
type INV_ACKED

5752: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
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 =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234

1997: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-181-ICM-710} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Publishing , , [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234

1281: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Received Call
message : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=
Topic(CVP.ICM.CC.EVENT.SYS_IVR1) (JMSTimestamp)=1352832448910 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB18F53A1000013A7AF65C0B0A4244A9 dnis=12345678909000 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=false cursor=-1

1282: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-182-IVR-164} DisconnectTask:generateResponse:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000
DisconnectResponse generated - CallReleaseCode: 0

1283: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML: CALLGUID=
FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'Disconnect.template' for client: 10.66.75.241 clientType: IOS

5753: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} MessagingWorker:run: CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (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=

YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. >>STATE: isTabular=false
isWriteable=false cursor=-1
5754: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352832448910 >>BODY: callguid=FB18F53A1000013A7AF65C0B0A4244A9
RouterCallKey=201 RouterCallKeySent=true causecode=1 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150431 calldate=Tue Nov 13 10:47:28 PST 2012
label=12345678909000 localOffset=-480 eventid=6
calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.
>>STATE: isTabular=false isWriteable=true cursor=-1
5755: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND] DURATION
(msecs) = 1108 - HANGUP with Call History12345678909000|-1;
1998: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234
1999: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=116,
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234
2000: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
108 msecs
1284: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from 10.66.75.241:
{ MSG_TYPE=CALL_RESULT, ERROR_CODE=HANGUP(1), CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9, CALL_SEQ_NUM=2 }
1285: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VXMLManager:generateAckVXML: CALLGUID=
FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template 'Ack.template'
for client: 10.66.75.241 clientType: IOS

Nov 14 02:10:28.042: //7471196//HTTPC:/httpc_write_stream: Client write
buffer fd(0):
GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678909000&CALL_ANI=
sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_VXML=
flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9&CALL_LEGID=
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137@10.66.68.169&CALL_UII=
&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,

application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-A**MSG 61066 TRUNCATED**
MSG 61066 CONTINUATION #01gent: Cisco-IOS-C3825/15.1

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

GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=12345678909000&
CALL_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"?>
<vxml version="2.0" xml:lang="en-us">
 <var name="MSG_TYPE" expr="'CALL_RESULT'" />
 <var name="CALL_ID" expr="'FB18F53A1000013A7AF65C0B0A4244A9'" />
 <var name="CALL_SEQ_NUM" expr="1" />
 <var name="ERROR_CODE" expr="0" />
 <var name="DEBUG" expr="1" />
 <property name="com.cisco.media-logging-id" value=
 "'FB18F53A1000013A7AF65C0B0A4244A9'" />

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

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

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

Nov 14 02:10:28.586:

Nov 14 02:10:28.594: //7471196//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
```

분석

올바른 위치에 대한 오디오 프롬프트를 재생하려면 필요한 모든 변수를 올바르게 설정해야 합니다. 오디오 파일의 URL에 기여하는 변수는 거의 없습니다. 어떤 변수를 설정하든 해당 CVP를 사용하면 오디오 파일의 URL이 생성되는지 확인해야 합니다. 오디오 파일은 해당 위치에서 사용할 수 있어야 합니다. 사용 중인 미디어 서버의 종류를 확인하는 것도 중요합니다. 포트 7000에서 수신 대기하는 VXML 서버용 Tomcat, 포트 8000에서 수신 대기하는 통화 서버용 Tomcat, 포트 80에서 수신 대기하는 IIS(Internet Information Server)가 있습니다. 경우에 따라 고객은 미디어 서버로 사용할 수 있는 또 다른 웹 서버가 있을 수 있습니다. 미디어 파일에 올바른 URL을 만들려면 올바른 변수가 ICM에 설정되어 있어야 합니다. 파일은 미디어 서버의 올바른 위치에 있어야 합니다.

VXML 서버의 미디어 URL이 잘못되었습니다.

```
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 =
ZmQ2YTk5Njd1Zjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [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 =
ZmQ2YTk5Njd1Zjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [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=ZmQ2YTk5Njd1Zjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. 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
(JMSTimestamp)=1352833450149
>>BODY: replyto=true callguid=FB2840A51000013A02C6ADE80A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgprsrcip=64.104.205.107 calldate=Tue Nov 13 11:04:10 PST 2012
calltypeid=4 localOffset=-480 calllegid=
ZmQ2YTk5Njd1Zjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>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 = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjZGI1NDY.,
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 =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjZGI1NDY., 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 =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjZGI1NDY., 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 =
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjZGI1NDY. - [INBOUND] Handling
CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352833450149
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 floatingvars=
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
>>STATE: isTabular=false isWritable=true cursor=-1 dnis=2003
correlationid=9008 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 RouterCallKeyDay=150431 labeltype=-1 label=12345678909008
localOffset=-480 calllegid=ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjZGI1NDY.
>>STATE: isTabular=false isWritable=false cursor=-1
6034: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Static route matched 12345678909008 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
6035: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Using Local Static Route for
sip:12345678909008@10.66.75.241
6036: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Found an incoming CISCO-GUID
hdr : 4213719205-0268435770-0046575080-0172115113, Found an existing CVP-ID
hdr: FB2840A51000013A02C6ADE80A4244A9
6037: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID = FB2840A51000013A02C6ADE80A4244A9-
1352833450165150 - [OUTBOUND]: INVITE TO <sip:12345678909008@10.66.75.241;

```
transport=tcp> FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60]
100REL[Unsupported]
6038: 10.66.68.169: Nov 13 2012 11:04:10.445 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Invitation proceeding 100
6039: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 -
[OUTBOUND]: Invitation accepted - ack'ing
6040: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.
6041: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: Updated by :
CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]: with
event type INV_ACCEPTED
6042: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: Send the 200 OK
back to caller with SDP of this dialog.
6043: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352833450664 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
11:04:10 PST 2012 label=12345678909008 localOffset=-480 eventid=4
calllegid=FB2840A51000013A02C6ADE80A4244A9-1352833450165150
>>STATE: isTabular=false isWritable=true cursor=-1
2287: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=ANSWER,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234
2288: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=130, sendSeqNo=2, eventId=ANSWER,
causeCode=NONE,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY.,
DNIS = 2003, ANI = 1231234
6044: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]:
DsSipInviteDialog ack'ed
6045: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-453-SIP-4408} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
```

LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: with event
type INV_ACKED
6046: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-453-SIP-4408} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Aked 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, rcdays=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, rcdays=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 =
ZmQ2YTk5Njd1Zjg3MTkyNWZhMmE4NjFmYjZGI1NDY., 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 =
ZmQ2YTk5Njd1Zjg3MTkyNWZhMmE4NjFmYjZGI1NDY., DNIS = 2003, ANI = 1231234
1508: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=
FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Received Call message :
>>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.EVENT.SYS_IVR1) (JMSTimestamp)=1352833451350 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 dnis=12345678909008 causecode=0

timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=false cursor=-1
1509: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-460-IVR-206} DisconnectTask:generateResponse:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008
DisconnectResponse generated - CallReleaseCode: 0
1510: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template
'Disconnect.template' for client: 10.66.75.241 clientType: IOS
6047: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} MessagingWorker:run: CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352833451350 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 dnis=2003 causecode=0 timezone=America/
Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>STATE: isTabular=false
isWriteable=false cursor=-1
6048: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352833451350 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=true
causecode=1 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
11:04:11 PST 2012 label=12345678909008 localOffset=-480 eventid=6
calllegid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>STATE:
isTabular=false isWriteable=true cursor=-1
6049: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND] DURATION (msecs)
= 1201 - HANGUP with Call History12345678909008|-1;
6050: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]:
Terminated with Q.850;cause=16
6051: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4410} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: with event type
TERMINATED
6052: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]
DURATION (msecs) = 1185 - HANGUP with Call History
6053: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:

Terminated with Q.850;cause=16

2300: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003,
ANI = 1231234

2301: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=130,
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003,
ANI = 1231234

2302: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
201 msec

GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678909008&CALL_ANI=
sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=FB2840A51000013A02C6ADE80A4244A9&CALL_LEGID=
FB2840A51000013A02C6ADE80A4244A9-1352833450165150@10.66.68.169&CALL_UII=
&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1

Host: 10.66.68.169:8000

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

Connection: close

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

User-Agent: MSG 61073 TRUNCATED**

MSG 61073 CONTINUATION #01gent: Cisco-IOS-C3825/15.1

Nov 14 02:27:10.794: HTTP/1.1 200 OK

Server: Apache-Coyote/1.1

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

Transfer-Encoding: chunked

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

Connection: close

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

Host: 10.66.68.169:8000

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

Connection: close

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

User-Agent: Cisco-IOS-C3825/15.1

Nov 14 02:27:11.042: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 19:04:11 GMT
Connection: close

Nov 14 02:27:11.042: body:

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

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

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

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

    <subdialog name="Server" src="http://10.66.68.169:
7000/CVP/en-us/./Server.vxml" >

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

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

```
expr="Server.caller_input"/>

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

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

GET /CVP/Server.vxml HTTP/1.1

Host: 10.66.68.169:7000

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

Connection: Keep-Alive

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

User-Agent: Cisco-IOS-C3825/15.1

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

Server: Apache-Coyote/1.1

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

Content-Length: 1000

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

Nov 14 02:27:11.082: body:

Nov 14 02:27:11.082: <html><head><title>Apache Tomcat/5.5.31 -

Error report</title><style><!--H1 {font-family:Tahoma,Arial,sans-serif;

color:white;background-color:#525D76;font-size:22px;} H2 {font-family:

Tahoma,Arial,sans-serif;color:white;background-color:#525D76;font-size:16px;}

H3 {font-family:Tahoma,Arial,sans-serif;color:white;background-color:#525D76;

font-size:14px;} BODY {font-family:Tahoma,Arial,sans-serif;color:black;

background-color:white;} B {font-family:Tahoma,Arial,sans-serif;color:

white;background-color:#525D76;} P {font-family:Tahoma,Arial,sans-serif;

background:white;color:black;font-size:12px;}A {color : black;}A.name

{color : black;}HR {color : #525D76;}--></style> </head><body>

<h1>HTTP Status 404 - /CVP/Server.vxml</h1><HR size="1" noshade="noshade">

<p>type Status report</p><p>message <u>/CVP/Server.vxml</u></p>

<p>description <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//HTTTPC:/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

분석

ICM에서 VXML 서버가 통화 흐름에 있는 경우 UsecVXMLParams 변수를 "N"으로 설정해야 합니다. 설정되지 않은 경우 CVP는 존재하지 않는 URL의 끝에 Server.vxml을 추가합니다. 따라서 VXML 서버는 400 오류 메시지를 반환하고 VXML 게이트웨이는 오류 코드 9를 반환하며 이는 잘못된 URL을 의미합니다.

문제 7:크기

CVP에는 SigDigit를 미리 설정한 후 VRU 레이블에 대한 경로가 없습니다.

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

```
6218: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:  
{Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4228555991-0268435770-1640145969-  
0172115113, Generated a new CVP-ID hdr : FC0AA4D71000013A61C2A4310A4244A9  
6219: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:  
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:  
Call is missing an RPID header. No survivability in use.
```

6220: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Stripping 3 sigdigits from 6062003 and saving them as [606]
6221: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
ReqURI (DN) sip:6062003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:
false m_needs_postcallsurvey:false
6222: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL: {
Thrd=DATAI.5} NEW CALL with guid=FC0AA4D71000013A61C2A4310A4244A9
legid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. dn=2003
ani=1231234 uui=null calldate=Tue Nov 13 15:11:26 PST 2012 video=false
cachecallcontext = false is_postcallsurvey = false RouterCallKey =
null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
6223: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSTimestamp)=1352848286935
>>BODY: replyto=true callguid=FC0AA4D71000013A61C2A4310A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgprsrcip=64.104.205.107 calldate=Tue Nov 13 15:11:26 PST 2012
calltypeid=4 localOffset=-480 calllegid=
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=true cursor=-1
2424: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=, locationpkid=,
locationsiteid=, srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
FC0AA4D71000013A61C2A4310A4244A9,, LEGID = null, DNIS = -1, ANI = -1
2425: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 - New call
2426: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=139, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=FC0AA4D71000013A61C2A4310A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: FC0AA4D71000013A61C2A4310A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID =
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 =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Destination URL is null, cannot make the transfer. [id:5004]

6228: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352848286950 >>BODY: callguid=
FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=
Tue Nov 13 15:11:26 PST 2012 label=12345678909013 localOffset=-480 eventid=1
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=true cursor=-1
6229: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
```

{Thrd=pool-1-thread-203-SIP-5076} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Waiting 2000 millisecs before terminating.
2429: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-209-ICM-871} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=CONNECT_FAILURE,
causeCode=NONE,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003,
ANI = 1231234
2430: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-209-ICM-871} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=139,
sendSeqNo=2, eventId=CONNECT_FAILURE, causeCode=NONE,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2431: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-208-ICM-872} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=139,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2432: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-208-ICM-872} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,
DNIS = 2003, ANI = 1231234
6230: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-210-SIP-5077} MessagingWorker:run: CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=
Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352848286966 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FC0AA4D71000013A61C2A4310A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=false cursor=-1
6231: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-210-SIP-5077} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352848286966 >>BODY: callguid=FC0AA4D71000013A61C2A4310A4244A9
RouterCallKey=214 RouterCallKeySent=true causecode=1 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150431 calldate=Tue Nov 13 15:11:26 PST 2012
label=12345678909013 localOffset=-480 eventId=6 calllegid=
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. >>STATE: isTabular=false
isWriteable=true cursor=-1
2433: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003,
ANI = 1231234

```

2434: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=139, sendSeqNo=3, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2435: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
31 msec
2436: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 31 msec

```

분석

SigDigit를 사용하는 경우 CVP는 경로를 찾기 전에 CVP의 모든 발신 통화에 대해 SigDigit를 추가합니다. 고정 경로를 사용하는 경우 CVP에는 SigDigit로 접두사를 붙인 VRU 레이블의 고정 경로가 있어야 합니다. 링 백 번호 및 에이전트 내선 번호 경로에서도 마찬가지입니다. 프록시를 대신 사용하는 경우 프록시에 VRU 레이블 및 벨소리 백 번호에 대한 경로와 SigDigits 접두사가 붙은 에이전트 내선 번호가 있어야 합니다.

문제 8: VXML 게이트웨이 응용 프로그램이 SigDigit에 대해 구성되지 않았습니다.

```

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.

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15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Deleting Dialog.

6324: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=DATAI.5} Generated a new CISCO-GUID hdr :

4229103675-0268435770-0965166893-0172115113, Generated a new CVP-ID hdr :

FC13003B1000013A3987472D0A4244A9

6325: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =

NjE0M2E1ZDAXZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Call is missing an RPID header. No survivability in use.

6326: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =

NjE0M2E1ZDAXZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Stripping 3 sigdigits from 6062003 and saving them as [606]

6327: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-PARAM:

{Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =

NjE0M2E1ZDAXZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: ReqURI (DN)

sip:6062003@10.66.68.169 FromURI sip:1231234@10.66.68.169

Video:false m_needs_postcallsurvey:false

6328: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=DATAI.5} NEW CALL with guid=FC13003B1000013A3987472D0A4244A9

legid=NjE0M2E1ZDAXZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. dn=2003 ani=1231234

uui=null calldate=Tue Nov 13 15:20:34 PST 2012 video=false

cachecallcontext = false is_postcallsurvey = false RouterCallKey = null

RouterCallKeyDay = null RouterCallKeySequenceNumber = null

6329: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL

(JMSTDestination)=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=, rcday=,

rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:

FC13003B1000013A3987472D0A4244A9,, LEGID = null, DNIS = -1, ANI = -1

2477: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:

{Thrd=pool-1-thread-321-ICM-883} CALLGUID =

FC13003B1000013A3987472D0A4244A9 - New call

2478: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:

```
{Thrd=pool-1-thread-321-ICM-883} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=141,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=FC13003B1000013A3987472D0A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
FC13003B1000013A3987472D0A4244A9, user.cvp_server_info: 10.66.68.169,,
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234
2479: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-322-ICM-884} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT],
dialogueId=141, sendSeqNo=1, label=1234567890, correlationId=9015,
callguid=FC13003B1000013A3987472D0A4244A9, rckey=216, rcday=150431,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk.,
DNIS = 2003, ANI = 1231234
2480: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-322-ICM-884} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=9015, command=null,
rckey=216, rcday=150431, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234
6330: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND] Handling
CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTDestination)=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=NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk.
>>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 =
NjE0M2E1ZDAXZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Updated by :
CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]: with
event type INV_ACCEPTED

6340: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-325-SIP-5141} CALLGUID =
FC13003B1000013A3987472D0A4244A9 LEGID =
NjE0M2E1ZDAXZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Send the 200
OK back to caller with SDP of this dialog.

6341: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-325-SIP-5141} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (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 =
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234
6342: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. -
[INBOUND]: DsSipInviteDialog ack'ed
6343: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-327-SIP-5142} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Updated by : CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: with event
type INV_ACKED
6344: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-327-SIP-5142} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Acked the invite.
1716: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FC13003B1000013A3987472D0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=
60612345678909015, CALL_LEGID=FC13003B1000013A3987472D0A4244A9-
1352848834619155@10.66.68.169, CALL_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_UII=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
1719: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:addCall:
CALLGUID=FC13003B1000013A3987472D0A4244A9 Added IVRCall
(DNIS=60612345678909015 client: 10.66.75.241) to CallSession at slot: 0
1720: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015
Publishing NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL
>>BODY: replyto=true uui= callguid=FC13003B1000013A3987472D0A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=60612345678909015
timezone=America/Los_Angeles mediatype=A version=CVP_9_0
calldate=Tue Nov 13 15:20:36 PST 2012 location= calltypeid=5
localOffset=-480 calllegid= >>STATE: isTabular=false isWriteable=true
cursor=-1
2483: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, rcdays=, 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_UII=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 } [id:3023]

1724: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:removeCallByDNIS:
CALLGUID=FC13003B1000013A3987472D0A4244A9 Removed IVRCall from CallSession
(DNIS=60612345678909015 eventId: 6 causeCode: 1). Removed from slot: 0

1725: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendCallStateEvent:
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015
Publishing CallStateEvent message: >>HEADERS: (JMSType)=MsgBus:CALL_STATE_EVENT
>>BODY: callguid=FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Tue Nov 13 15:20:36 PST 2012 localOffset=-480
calllegid= eventId=6 >>STATE: isTabular=false isWriteable=true cursor=-1

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

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

2489: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Publishing ,, [ICM_EVENT_REPORT],

dialogueId=142, sendSeqNo=2, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = , DNIS = 60612345678909015,
ANI = sip:1231234@10.66.68.169:5060
2490: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
545 msec
6345: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]
DURATION (msecs) = 2138 - DIALOG TERMINATED. Reason: Q.850;cause=16

6346: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5143} CALLGUID =
FC13003B1000013A3987472D0A4244A9 LEGID =
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Updated by :
CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
with event type TERMINATED
6347: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Waiting
2000 millisecs before terminating.
6348: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352848838769 >>BODY: callguid=FC13003B1000013A3987472D0A4244A9
RouterCallKey=216 RouterCallKeySent=true causecode=13
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13 15:20:38 PST 2012
label=12345678909015 localOffset=-480 eventId=6 calllegid=
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. >>STATE: isTabular=false
isWriteable=true cursor=-1
6349: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND] DURATION
(msecs) = 4150 - HANGUP with Call History12345678909015|-1;
2491: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=CALLED_PARTY_DISCONNECTED,,
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003,
ANI = 1231234
2492: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,

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

Nov 14 06:43:34.433: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:

INVITE sip:60612345678909015@10.66.75.241;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKqENBfGhCcJHHe9DrxXkw~~1082

Max-Forwards: 69

To: <sip:60612345678909015@10.66.75.241;transport=tcp>

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

Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169

CSeq: 1 INVITE

Content-Length: 217

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

Expires: 60

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

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

Cisco-Guid: 4229103675-0268435770-0965166893-0172115113

Cisco-Gucid: FC13003B1000013A3987472D0A4244A9

Supported: replaces

Content-Type: application/sdp

App-Info: <10.66.68.169:8000:8443>

v=0

o=- 12997347689083860 1 IN IP4 64.104.205.107

s=CounterPath X-Lite 5.0.0

c=IN IP4 64.104.205.107

b=AS:1638

t=0 0

m=audio 5062 RTP/AVP 0 8 101

a=rtpmap:101 telephone-event/8000

a=fmtp:101 0-15

a=sendrecv

Nov 14 06:43:34.445: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:

Sent:

SIP/2.0 100 Trying

Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKQENBfGhCcJHHe9DrxXkw~~1082

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

To: <sip:60612345678909015@10.66.75.241;transport=tcp>

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

Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169

CSeq: 1 INVITE

Allow-Events: kpml, telephone-event

Server: Cisco-SIPGateway/IOS-12.x

Content-Length: 0

Nov 14 06:43:34.449: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:

Sent:

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKQENBfGhCcJHHe9DrxXkw~~1082

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

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

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

Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169

CSeq: 1 INVITE

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

Allow-Events: kpml, telephone-event

Contact: <sip:60612345678909015@10.66.75.241:5060;transport=tcp>

Supported: replaces

Supported: sdp-anat

Server: Cisco-SIPGateway/IOS-12.x

Supported: timer

Content-Type: application/sdp

Content-Disposition: session;handling=required

Content-Length: 179

v=0

o=CiscoSystemsSIP-GW-UserAgent 2066 1053 IN IP4 10.66.75.241

s=SIP Call

c=IN IP4 10.66.75.241

t=0 0
m=audio 17154 RTP/AVP 0
c=IN IP4 10.66.75.241
a=rtpmap:0 PCMU/8000

Nov 14 06:43:34.505: //7471254//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_UII=
&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
Use**MSG 61076 TRUNCATED**
MSG 61076 CONTINUATION #01r-Agent: Cisco-IOS-C3825/15.1

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

Nov 14 06:43:35.325: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 23:20:35 GMT
Connection: close

GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=60612345678909015&CALL_UII=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.vxml&
CLIENT_TYPE=IOS&CALL_ID=FC13003B1000013A3987472D0A4244A9&ERROR_CODE=0 HTTP/1.1
Host: 10.66.68.169:8000

Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1

Nov 14 06:43:35.981: Message Response Code: 500
Nov 14 06:43:35.981: Message Rsp Decoded Headers:
Nov 14 06:43:35.981: Date:Tue, 13 Nov 2012 23:20:36 GMT
Nov 14 06:43:35.981: Transfer-Encoding:chunked
Nov 14 06:43:35.981: Content-Type:text/html;charset=ISO-8859-1
Nov 14 06:43:35.981: Connection:close
Nov 14 06:43:35.981: headers:
Nov 14 06:43:35.981: HTTP/1.1 500 Internal Server Error
Server: Apache-Coyote/1.1
SVR_STATE: RUNNING
QUERY_STR: MSG_TYPE=CALL_NEW&CALL_DNIS=60612345678909015&CALL_UII=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=FC13003B1000013A3987472D0A4244A9&ERROR_CODE=0
Content-Type: text/html;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 23:20:36 GMT
Connection: close

Sent: ` swwwwwwwww
BYE sip:1231234@10.66.68.169:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C8EC78
From: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD
To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88
Date: Wed, 14 Nov 2012 06:43:34 GMT
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
User-Agent: Cisco-SIPGateway/IOS-12.x
Max-Forwards: 70
Timestamp: 1352875416
CSeq: 101 BYE
Reason: Q.850;cause=16
P-RTP-Stat: PS=0,OS=0,PR=89,OR=14240,PL=0,JI=0,LA=0,DU=1
Content-Length: 0

Nov 14 06:43:36.565: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:
Received:
SIP/2.0 200 Ok
Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C8EC78
To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88

From: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
CSeq: 101 BYE
Content-Length: 0

분석

SigDigit가 사용 중이고 CVP가 해당 경로를 올바르게 구성한 경우 통화가 DNIS가 SigDigits + VRU 레이블 + 상관관계 ID인 VXML 게이트웨이에 도착합니다. 위 조합과 일치해야 하는 다이얼 피어의 "수신 전화 번호" 외에 부트스트랩도 SigDigit로 구성해야 합니다. 구성되지 않은 경우 VXML 게이트웨이가 새 통화 HTTP 요청을 CVP에 보낼 때 자릿수가 제거되지 않으므로 CVP는 "Max length of DNIS"를 기반으로 잘못된 상관관계 ID를 ICM에 보냅니다. 따라서 통화가 결국 실패합니다.

문제 9: CallManager에서 전송할 잘못된 VRU 레이블을 가져옵니다.

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

15:56:52:557 PG1A-jgw1 Trace: new MyCID: 82
15:56:52:557 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242254 (465038/1) Addr:
2002 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN CurCalled: 2002
CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753 Called: 2002 Cause: NORMAL
15:56:52:557 PG1A-jgw1 Trace: MyConnection() address:2002 type:INTERNAL
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated::new MyDestMyConnection()
MyConn: GenID: 170 IDVal: 31082793 Dev: 2002/0 Ext: 2002 DevTgStr:
Addr: 2002 State: INPROGRESS CCState: OFFERED prevCCState: UNKNOWN loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: CallCtlConnOfferedEv CID: 17242254 Addr: 2002
Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
15:56:52:557 PG1A-jgw1 Trace: After setting DevTgDevStrMyConn: GenID: 170
IDVal: 31082793 Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State:
```

INPROGRESS CCState: OFFERED prevCCState: DIALING loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: MyConn: GenID: 170 IDVal: 31082793 Dev: 2002/0
Ext: 2002 DevTgStr: 1753 Addr: 2002 State: INPROGRESS CCState: OFFERED
prevCCState: DIALING loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated: Setting
Unique ID: 000000000007188E01DA492900000000 to Mycall object
15:56:52:557 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242254 (465038/1)
Addr: 1753 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN CurCalled: 2002
CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753 Called: 2002 Cause: NORMAL
15:56:52:557 PG1A-jgw1 Trace: MyConnection() address:1753 type:INTERNAL
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated::new CallingAddrMyConnection()
MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753 DevTgStr: Addr: 1753
State: CONNECTED CCState: ESTABLISHED prevCCState: UNKNOWN loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated CID: 17242254 set
mySourceConnection
15:56:52:557 PG1A-jgw1 Trace: CallCtlConnEstablishedEv CID: 17242254
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
15:56:52:557 PG1A-jgw1 Trace: MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753
DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED prevCCState:
ESTABLISHED loggedIn: N
15:56:52:559 PG1A-jgw1 Trace: RouteEvent State: ROUTE Cause: NO_ERROR
SessRteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15
CurrRteAddr: 2002
Algorithm: SELECT_NORMAL SetupInfo None
15:56:52:559 PG1A-jgw1 Trace: myCall getCallingAddressPI true
15:56:52:560 PG1A-jgw1 Trace: Sending originate before confirmation
CID: 17242254 after 3 milsecs
15:56:52:560 PG1A-jgw1 Trace: MsgRouteRequest: CID: 17242254 XRefID: 1
ConnDevID: 1753/0 CallingDev: 1753 CurrentRoute: 2002
UniqueID: 000000000007188E01DA492900000000
15:56:52:565 PG1A-jgw1 Trace: MsgRouteSelect: XRefID: 1 RouteSelected:
9876543210
15:56:52:568 PG1A-jgw1 Trace: Calling selectRoute[CRefID: 1](9876543210,
DEFAULT_SEARCH_SPACE) ...
15:56:52:666 PG1A-jgw1 Trace: ReRouteEvent State: RE_ROUTE XRefID: 1
Cause: INVALID_DESTINATION RteAddr: 2002
15:56:52:666 PG1A-jgw1 Trace: selectRoute[CRefID: 1](9876543210,
DEFAULT_SEARCH_SPACE) returned in 98 milsecs
15:56:56:674 PG1A-jgw1 Trace: RouteEndEvent State: ROUTE_END XRefID: 1
Cause: INVALID_DESTINATION RteAddr: 2002
15:56:56:675 PG1A-jgw1 Trace: MsgRouteEndEvent: XRefID: 1 ErrorValue: 70
15:56:56:675 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242254 Addr: 1753
Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: CAUSE_USERBUSY Cause:
BUSY State: DISCONNECTED CCState: DISCONNECTED
15:56:56:675 PG1A-jgw1 Trace: MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753

DevTgStr: Addr: 1753 State: DISCONNECTED CCState: DISCONNECTED prevCCState:
ESTABLISHED loggedIn: N
15:56:56:675 PG1A-jgw1 Trace: Warning: dropping connection cleared for
CID: 17242254 because delivered initiated was never sent.

분석

CVP PG에는 네트워크 VRU가 구성되어 있어야 하지만 CUCM PG에는 네트워크 VRU가 구성되어 있지 않아야 합니다. 구성된 경우 ICM에서는 CUCM이 지원하지 않는 상관관계 ID를 지원할 수 있다고 가정합니다. 따라서 JGW(JTAPI Gateway)에서 메시지를 가져오면 추가된 상관관계 ID가 아니라 VRU 레이블만 수신됩니다. 통화가 실패합니다. 그러나 네트워크 VRU가 구성되지 않은 경우 JGW는 "VRU 레이블 + 상관관계 ID"로 경로를 가져옵니다.

문제 10: CallManager가 VRU 레이블에 SigDigit를 추가하지 않음

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: 000000000007188F01DA492C00000000

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: 00000000007188F01DA492C0000000
16:03:52:775 PG1A-jgw1 Trace: CallObservationEndedEv CID: 17242255

6526: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Found an incoming CISCO-GUID hdr : 1621710080-0000065536-
0000000034-2739159562, Generated a new CVP-ID
hdr : 60A95500000100000000022A344420A
6527: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =
60a95500-a314dfb-22-a344420a - [INBOUND]: Display Name [] Is Using
Survivability [false] CallServer build CVP_9_0_1_0_0_0_634
6528: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =
60a95500-a314dfb-22-a344420a - [INBOUND]: Stripping 3 sigdigits from
98765432109026 and saving them as [987]
6529: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =
60a95500-a314dfb-22-a344420a - [INBOUND]: ReqURI (DN)
sip:98765432109026@10.66.68.169:5060 FromURI sip:1753@10.66.68.163
Video:false m_needs_postcallsurvey:false
6530: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} NEW CALL with guid=60A95500000100000000022A344420A
legid=60a95500-a314dfb-22-a344420a dn=65432109026 ani=1753 uui=null
calldate=Tue Nov 13 16:03:52 PST 2012 video=false cachecallcontext =
false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay =
null RouterCallKeySequenceNumber = null
6531: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSTimestamp)=1352851432269
>>BODY: replyto=true callguid=60A9550000100000000022A344420A
ani=1753 dnis=65432109026 timezone=America/Los_Angeles
version=CVP_9_0 pstnrtrkgrpsrcip=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 = 60A9550000100000000022A344420A,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.163, pstnrtrunkgroupid=10.66.68.163 ,
pstnrtrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
60A9550000100000000022A344420A,, 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 = 60A9550000100000000022A344420A
- 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 = 60A9550000100000000022A344420A,
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=, pstnrtrunkgroupid=
10.66.68.163 , pstnrtrunkgroupchannelnum=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 = 60A9550000100000000022A344420A,
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 = 60A9550000100000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Publishing ,,
[MsgBus:IALOGUE_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 = 60A9550000100000000022A344420A
LEGID = 60a95500-a314dfb-22-a344420a - [INBOUND] - DIALOGUE_FAILURE from
ICM Router sends 404 rejection to call. errorcode=15 [id:5004]
6533: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-86-SIP-5317} Sending BUS MSG:>>HEADERS: (JMSType)=

```

MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352851432285 >>BODY: callguid=
60A9550000100000000022A344420A 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 =
60A9550000100000000022A344420A 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 =
60A9550000100000000022A344420A 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]

```

분석

CVP가 SigDigit에 대해 구성된 경우 호출된 번호에서 자릿수를 제거합니다. CUCM이 "VRU label + Correlation ID"로 통화를 전송하면 CVP는 처음부터 일부 숫자를 제거합니다. 그 결과 잘못된 상관관계 ID가 ICM으로 전송됩니다. 이 경우 ICM은 VRU 레이블 9876543210 및 상관관계 ID 9026을 전송합니다. CUCM은 통화를 CVP에 98765432109026으로 보냅니다. CVP는 SigDigit = 3에 대해 구성됩니다. CVP는 987을 SigDigit로 사용합니다. 그런 다음 DNIS의 최대 길이를 기준으로 VRU 레이블과 상관관계 ID를 분할합니다(10). 65432109026 중 상관관계 ID는 CVP가 ICM에 전송하는 6이 됩니다. 그리고 예상대로 ICM은 상관관계 ID 9026에 대해 알 수 없는 상관관계 ID 6을 반환하고 시간 초과를 반환합니다. 이 경우 CUCM 경로 패턴은 CVP에 대한 VRU 레이블 경로에 SigDigit(이 경우 606) 접두사를 붙여야 합니다.

결론

"Send to VRU" 또는 "Run Ext Script(VRU로 보내기)" 문제를 해결하는 것이 어려울 수 있지만 올바른 접근 방식을 따르는 경우 쉽게 해결할 수 있습니다. 여러 애플리케이션에 종속되므로 여러 디바이스에서 로그/추적을 거쳐야 할 수 있습니다. 다음은 따라야 할 논리적 단계입니다.

1. 라우터 로그부터 시작합니다. 라우터에 VRU 레벨 및/또는 VRU 스크립트를 실행하도록 할당했는지 확인합니다.
2. CVP 로그를 확인하여 통화가 메시지 흐름의 어느 정도인지 확인합니다.

이 두 단계는 통화 상태를 매우 잘 이해하고 Cisco IOS[®] VXML 게이트웨이, VXML 서버 등을 디버깅할지 여부로 이어지는 다음 단계로 안내합니다.