

# Falhas do script CVP “envie ao VRU” e “execute Ext”

## Introdução

Este documento descreve “envia ao VRU” e “execute as falhas do script Ext”. A aproximação tomada é chamada Com caráter de previsão Troubleshooting. Com Troubleshooting com caráter de previsão, você será feito ciente do problema baseado nos logs, o comportamento relacionado, e como melhor endereçá-lo.

Em disposições portais da Voz de cliente (CVP), as falhas de chamada “enviam ao VRU” ou da “no nó do script Ext corrida” seja muito comum. Mesmo que seja apenas um nó único no Intelligent Contact Management (ICM), há uns lotes dos eventos da sinalização que precisam de ocorrer no CVP, no gateway da Voz XML (VXML) e/ou no server VXML. Há um número de lugares que a configuração deve ser terminada corretamente. A maioria de falhas acontecem devido ao misconfiguration ou a uma falha fora do ICM. Uma vez que você é familiar com a maioria problemas e/ou de falha da configuração comum em dispositivos, é mais fácil pesquisar defeitos problemas reais nas redes de produção.

## Diagramas da rede

“Envie ao VRU” e/ou “execute o script Ext” com CVP

## O fundo “envia ao VRU” ou “execute do nó do script Ext”

Quando um atendimento chega no ICM através do CVP, do gerente das comunicações unificadas de Cisco (CUCM) ou de todo o outro Peripheral Gateway (PG), o ICM pôde precisar o tratamento do Voice Response Unit (VRU) de jogar anúncios e recolher a entrada de usuário. A fim fazer assim, o ICM precisa de enviar primeiramente o atendimento à rede VRU. Somente a rede VRU pode jogar anúncios e recolher a entrada de usuário. Assim, se um atendimento chega de uma rede de telefonia comutada pública (PSTN) ao ICM através do CVP ou do CUCM, o ICM precisa de usar “envia o nó VRU” para enviar o atendimento a uma rede VRU. Há alguns Nós que têm implícito “enviar ao VRU”, como “o script executado Ext” ou a “fila ao grupo de habilidades”. Uma vez o atendimento chega na rede VRU, ICM a seguir executa da “o nó do script externo corrida”.

## Como o ICM identifica que VRU para se usar

Quando o ICM recebe um atendimento do cliente de roteamento CVP, e se o atendimento precisa de ser enviado à rede VRU, o ICM procura a instância de cliente configurada para o número discado. Uma vez que a instância de cliente é identificada, o ICM usa a rede VRU configurada para essa instância de cliente. Então o ICM encontra a etiqueta para o cliente de roteamento nessa rede VRU. Junto com a correlação ID, o ICM envia a etiqueta VRU ao cliente de

roteamento CVP. Quando uma instância de cliente não é configurada, a rede padrão VRU deve ser configurada. Mas como o melhor prática, a instância de cliente deve sempre ser definida no número discado.

## Diagrama da escada

As mudanças do fluxo de chamadas dependem de onde o atendimento origina e alcança ao ICM. Igualmente depende do protocolo de sinalização usado para o atendimento. São baseados naquele, aqui os diagramas diferentes da escada:

1. Session Initiation Protocol (SIP) - O gateway PSTN envia o atendimento ao CVP e o CVP envia ao ICM
2. SORVO - CUCM envia o atendimento ao ICM e transferências ao CVP

### **SORVO - O gateway PSTN envia o atendimento ao CVP e o CVP envia ao ICM**

1. O gateway de ingresso envia um CONVITE ao CVP.
2. O CVP retorna com os 100 que TENTAM.
3. O CVP determina se é um atendimento novo ou um atendimento VRU. Verifica o comprimento do Digital Number Identification Service (DNIS). Se o comprimento DNIS é inferior ou igual a “o DÍGITO máximo” definido no subsistema ICM, o CVP sabe que é um atendimento novo.
4. O CVP envia um pedido NEW\_CALL ao ICM.
5. Uma vez que o ICM PG converte o NEW\_CALL à solicitação de rota e o envia ao roteador de ICM:
  - O roteador de ICM tenta combinar a solicitação de rota DNIS com o número discado.
  - Uma vez que o número discado é combinado, o ICM traça-o a um tipo de chamada.
  - Uma vez que o tipo de chamada é combinado, está traçado a um script. Se o script é programado para ser executado agora, o roteador de ICM executa o script.
  - Uma vez o script bate “envia ao VRU” ou “execute o nó do script Ext”, ICM precisa de enviar o atendimento ao VRU. Tenta encontrar a rede correta VRU.
  - Baseado no número discado, o ICM encontra que cliente este número discado pertence.
  - Uma vez que o cliente é encontrado, os achados ICM que a rede VRU será usada.
  - O roteador de ICM escolhe a etiqueta definida para CVP RC e gerencie a correlação ID.
6. O CVP obtém a etiqueta 9999999999 e a correlação ID 10. Combina-o e procura-o uma rota. Desde que o proxy não é usado, é uma rota estática definida sob o SORVO.
7. O CVP envia o atendimento 999999999910 ao gateway VXML.
8. No gateway VXML, 999999999910 combinam um dial-peer que tem bootstrap.tcl como o aplicativo invocar.
9. O gateway VXML aceita o atendimento e envia a APROVAÇÃO 200 ao CVP.
10. O CVP retorna os 200 que a APROVAÇÃO ao gateway de ingresso com fixa o abastecimento do dispositivo (SDP) copiado da APROVAÇÃO do gateway 200 VXML.
11. O gateway de ingresso envia o ACK ao CVP. A transação do pé DE ENTRADA do atendimento está agora completa.
12. O CVP envia o ACK ao gateway VXML. Há uma dependência aqui. Se o pé DE ENTRADA ACK não é recebido, o CVP não envia o ACK ao gateway VXML.
13. Entretanto, no gateway VXML o aplicativo da tira de bota extrai os encabeçamentos do SORVO para encontrar de aonde este atendimento veio. Usa esta informação para

enviar um pedido do HTTP ao CVP.

14. O gateway VXML envia uma mensagem HTTP PING ao mesmo CVP aonde o atendimento do SORVO veio.
15. O subsistema da resposta de voz interativa CVP (IVR) responde com APROVAÇÃO 200.
16. O gateway VXML envia agora um pedido do HTTP NEW\_CALL ao CVP com DNIS=999999999910.
17. Desde que o DNIS é grande, “o dígito máximo” é definido no CVP (que é 10). O CVP sabe que é um atendimento de retorno VRU assim que racha a etiqueta e a correlação ID e envia uma INSTRUÇÃO do PEDIDO ao CVP com etiqueta = 9999999999, a correlação ID=10.
18. Baseado na correlação ID=10, o ICM conhece qual script em que nó o atendimento estava esperando. Assim continua a executar a próxima etapa que é “script executado Ext”. Envia “RUN\_SCRIPT\_REQ” como o PM, boa vinda junto com outras variáveis do código de correção do erro (ECC).
19. Com uso dos variáveis de ECC e da instrução RUN\_SCRIPT\_REQ, o subsistema CVP IVR constrói o documento VXML e envia para trás a APROVAÇÃO do AS200.
20. O gateway VXML recebe os 200 APROVADOS e determina que arquivo da onda a jogar e de onde.
21. Verifica seu esconderijo, o arquivo não está atual, assim que envia um pedido do HTTP ao servidor de Web para o arquivo.
22. O servidor de Web envia a APROVAÇÃO 200 com o arquivo de áudio.
23. O gateway VXML envia o arquivo de áudio como o protocolo de tabela de roteamento (RTP) ao gateway de ingresso.
24. Uma vez que o gateway VXML joga o arquivo, envia um outro pedido do HTTP ao CVP com CALL\_RESULT, ERROR\_CODE=0.
25. O CVP envia “RUN\_SCRIPT\_RESULT” ao ICM com ERROR\_CODE=0.
26. O ICM segue através do ramo bem sucedido da “do nó do script Ext corrida” e vai à “fila ao grupo de habilidades”.
27. Agora, o ICM precisa de desligar o pé VRU. Assim o ICM envia a desconexão no pé VRU.
28. Ao mesmo tempo, o ICM envia a etiqueta 2001 da CONEXÃO ao pé do interruptor.
29. O CVP envia a APROVAÇÃO 200 ao pedido do HTTP do gateway VXML desligar.
30. Ao mesmo tempo, o CVP envia o ADEUS no pé do SORVO ao gateway VXML.
31. Uma vez que o ADEUS é enviado ao gateway VXML, o CVP envia um SORVO CONVIDA a 91919191 que seja distribuído ao gateway VXML conforme a configuração de dial plan.
32. Uma vez que o CVP recebe a APROVAÇÃO 200 do gateway VXML para o atendimento 91919191, envia com referência a CONVIDA de volta ao pé DE ENTRADA/gateway de ingresso.
33. O gateway de ingresso envia a APROVAÇÃO 200 para o reinvite novo.
34. O CVP envia o ACK ao gateway de ingresso assim como ao gateway VXML.
35. O trajeto RTP é estabelecido entre o gateway de ingresso e o gateway VXML e o cliente pode ouvir o ringback.
36. Agora o CVP envia um SORVO CONVIDA a CUCM para o 2001.
37. CUCM envia uns 100 que TENTAM e o evento 180 de SOADA. O CVP não faz qualquer coisa com a mensagem 180 de SOADA.
38. Uma vez que o agente responde ao atendimento, CUCM envia a APROVAÇÃO 200.
39. Isto provoca eventos múltiplos no CVP.
40. O CVP envia o ADEUS ao pé do anel-para trás de 91919191 VXML. O CVP envia um reinvite de volta ao gateway de ingresso a fim mudar o caminho de áudio ao telefone.

41. O gateway de ingresso envia a APROVAÇÃO 200 no reinvide novo.
42. O CVP envia o ACK ao gateway de ingresso assim como ao CUCM.
43. Agora, o áudio é estabelecido entre o gateway de ingresso e o telefone IP.

## Configuração

### Configuração de gateway PSTN

### Configuração CVP

O “comprimento máximo do DNIS” deve combinar o comprimento da etiqueta VRU.

O CVP deve ter uma rota local ou o proxy para a etiqueta VRU. Se “envie ao autor” é configurado, CVP usa o gateway de ingresso como o gateway VXML.

### Configuração de ICM

O número discado deve ter um cliente associado. Recomenda-se ter um cliente associado para o tipo de chamada também.

O exemplo do cliente deve ser associado com a rede VRU.

O cliente CVP PG/Routing deve ter uma rede VRU associada.

O tipo rede VRU 10 deve ser configurado. Todo o CVP PG deve ter uma etiqueta adicionada. O comprimento da etiqueta deve combinar “Tamanho Máx. a configuração DNIS” no CVP.

O script da rede VRU deve ser associado com a rede VRU.

### Configuração de gateway VXML

Os aplicativos do Tool Command Language (TCL) devem ser configurados. Os aplicativos apropriados devem ser associados com o dial peers. A “encabeçamento-passagem” deve ser configurada. Cvphost deve ser configurado no aplicativo da tira de bota.

## Troubleshooting

Desde que este documento explica como pesquisar defeitos “envia ao VRU” e/ou “execute o problema do script Ext”, supõe que o atendimento do PSTN está já no ICM, e o ICM bate “envia o nó VRU”. O método a seguir é olhar em cada etapa do fluxo de chamadas que pode ir mal e estudar o resultado e de como deve olhar. Estes detalhes são usados no laboratório.

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

## Edição 1: O ICM não encontra a etiqueta VRU

### Nenhum cliente definido no número discado

```
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 (JMSDestination)=  
Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666462003 >>BODY: replyto=true  
callguid=F13437331000013A5FCA33210A4244A9 ani=1231234 dnis=2003 timezone=  
America/Los\_Angeles version=CVP\_9\_0 pstntrkgrpsrcip=10.66.68.157 calldate=  
Sun Nov 11 12:41:02 PST 2012 calltypeid=4 localOffset=-480 calllegid=  
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=true cursor=-1  
10678137: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-8-ICM-3810659} CALLGUID = F13437331000013A5FCA33210A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_SIP1,  
mediaType=, location=, locationpkid=, locationsiteid=,  
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,  
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:  
F13437331000013A5FCA33210A4244A9,, LEGID = null, DNIS = -1, ANI = -1 10678138:  
10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-8-ICM-3810659} CALLGUID = F13437331000013A5FCA33210A4244A9 -  
New call 10678139: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800:  
%CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-8-ICM-3810659} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=763757, sendSeqNo=1, trunkGroupId=100,  
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,  
callguid=F13437331000013A5FCA33210A4244A9, rckey=, rcday=, rcseq=,  
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=,  
CallContext:, user.media.id: F13437331000013A5FCA33210A4244A9,  
user.cvp\_server\_info: 10.66.68.169,,  
10678140: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-426-ICM-3810660} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Processing ,,  
[ICM\_RELEASE], dialogueId=763757, sendSeqNo=1, cause=NORMAL\_CALL\_  
CLEARING,, LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234  
10678141: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-426-ICM-3810660} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Publishing ,,  
[MsgBus:DISCONNECT], ssId=SYS\_SIP1, cause=NORMAL\_CALL\_CLEARING,,  
LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234  
10356211: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-200-SIP-2705753} MessagingWorker:run: CALLGUID =  
F13437331000013A5FCA33210A4244A9 LEGID = ldoycbefrqsphso - [INBOUND]  
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352666462018  
(ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=F13437331000013A5FCA33210A4244A9 dnis=2003 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=false cursor=-1

10356212: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-200-SIP-2705753} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352666462018 >>BODY: callguid=F13437331000013A5FCA33210A4244A9  
RouterCallKeySent=false causecode=1 timezone=America/Los\_Angeles version=CVP\_9\_0  
calldate=Sun Nov 11 12:41:02 PST 2012 localOffset=-480 eventid=6 calllegid=  
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=true cursor=-1  
10356213: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9  
LEGID = ldoycbefrqsphso - [INBOUND] DURATION (msecs) = 15 - HANGUP with  
Call History  
10356214: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9  
LEGID = ldoycbefrqsphso - [INBOUND]: No Dialog Responding: No final response  
on this leg.  
10678142: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003,  
ANI = 1231234  
10678143: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=763757, sendSeqNo=2, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003,  
ANI = 1231234  
10678144: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Deleted dialogue.  
Duration: 0 hrs, 0 mins, 0 secs, 15 msecs  
10678145: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID = F13437331000013A5FCA33210A4244A9  
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 15 msecs  
10678146: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-436-ICM-3810661} ICMCallController:  
addToPostCallSurveyCallMap: CALLGUID = F13437331000013A5FCA33210A4244A9 -  
Call will not be cached for post call survey  
10678147: 10.66.68.169: Nov 11 2012 12:41:14.982 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=ICM Garbage Collector} CALLGUID = F13437331000013A5FCA33210A4244A9,  
DLGID = 763757 [SIP\_LEG] - Purged dialogue.

## Análise

Choses ICM a rede VRU baseada na instância de cliente do número discado. Se o número discado não tem nenhuma instância de cliente, o ICM não encontra nenhuma etiqueta da rede VRU para o atendimento. O ICM envia a "LIBERAÇÃO" ao CVP.

## Não "rede VRU" definida no cliente

12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) NewCall: CID=(150429,205),  
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0

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

10356215: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4046954575-0268435770-0758945381-0172115113, Generated a new CVP-ID hdr : F137A04F1000013A2D3C96650A4244A9 10356216: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP\_9\_0\_SIP-7-CALL:{Thrd=DATAI.11} CALLGUID = F137A04F1000013A2D3C96650A4244A9 LEGID = 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 pstntrkgprsrcip=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=, rckey=, rcday=, rcseq=, uui=, calltypeid=4, CallContext:, user.media.id: F137A04F1000013A2D3C96650A4244A9,, LEGID = null, DNIS = -1, ANI = -1  
10678149: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =



F137A04F1000013A2D3C96650A4244A9 - New call  
10678150: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =  
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=763758, sendSeqNo=1, trunkGroupId=100,  
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,  
callguid=F137A04F1000013A2D3C96650A4244A9, rckey=, rcdays=, rcseq=,  
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext: ,  
user.media.id: F137A04F1000013A2D3C96650A4244A9,  
user.cvp\_server\_info: 10.66.68.169, , LEGID = igxjkbngsdckmey, DNIS = 2003,  
ANI = 1231234  
10678151: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-388-ICM-3810663} CALLGUID =  
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP\_LEG] - Processing ,,  
[ICM\_RELEASE], dialogueId=763758, sendSeqNo=1,  
cause=NORMAL\_CALL\_CLEARING, , LEGID = igxjkbngsdckmey, DNIS = 2003,  
ANI = 1231234  
10678152: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-388-ICM-3810663} CALLGUID =  
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP\_LEG] - Publishing ,,  
[MsgBus:DISCONNECT], ssId=SYS\_SIP1, cause=NORMAL\_CALL\_CLEARING, ,  
LEGID = igxjkbngsdckmey, DNIS = 2003, ANI = 1231234  
10356220: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-16-SIP-2705764} MessagingWorker:run: CALLGUID =  
F137A04F1000013A2D3C96650A4244A9 LEGID = igxjkbngsdckmey -  
[INBOUND] ICM Disconnecting the call with : >>HEADERS:  
(JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=1352666685535  
(JMSTimestamp)=1352666685535  
(ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=F137A04F1000013A2D3C96650A4244A9 dnis=2003 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
igxjkbngsdckmey  
>>STATE: isTabular=false isWriteable=false cursor=-1  
10356221: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-16-SIP-2705764} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=1352666685535 >>BODY: callguid=F137A04F1000013A2D3C96650A4244A9  
RouterCallKeySent=false causecode=1 timezone=America/  
Los\_Angeles version=CVP\_9\_0 calldate=Sun Nov 11 12:44:45 PST 2012  
localOffset=-480 eventid=6 calllegid=igxjkbngsdckmey >>STATE:  
isTabular=false isWriteable=true cursor=-1  
10356222: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-16-SIP-2705764} CALLGUID = F137A04F1000013A2D3C96650A4244A9  
LEGID = igxjkbngsdckmey - [INBOUND] DURATION (msecs) = 16 - HANGUP  
with Call History  
10356223: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-16-SIP-2705764} CALLGUID = F137A04F1000013A2D3C96650A4244A9  
LEGID = igxjkbngsdckmey - [INBOUND]: No Dialog Responding: No final response  
on this leg.  
10678153: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =  
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP\_LEG] - Processing ,,

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[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.

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## Análise

Uma vez que o ICM encontra um exemplo do cliente válido do número discado, procura a rede VRU nesse exemplo ICM. Se nenhuma rede VRU é definida, o ICM não encontra a etiqueta da rede VRU. O ICM envia a “LIBERAÇÃO” ao CVP.

## Nenhuma etiqueta VRU para o cliente de roteamento

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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)

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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 pstntrkgprsrcip=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.

## Análise

Mesmo se o ICM encontra uma rede VRU, o tipo deve ser 10 e deve haver uma etiqueta configurada para o cliente de roteamento de que o atendimento chegou. O ICM envia a “LIBERAÇÃO” ao CVP.

## O PG não tem nenhuma “rede VRU” configurada

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

532: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.6} Generated a new CISCO-GUID hdr : 4127686264-0268435770-  
1736168361-0172115113, Generated a new CVP-ID hdr :  
F6077E781000013A677BD3A90A4244A9  
533: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.6} CALLGUID = F6077E781000013A677BD3A90A4244A9 LEGID =  
nxkrgvgqvmyrtrt - [INBOUND]: Call is missing an RPID header.  
No survivability in use.  
534: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP\_9\_0\_SIP-7-PARAM:  
{Thrd=DATAI.6} CALLGUID = F6077E781000013A677BD3A90A4244A9 LEGID =  
nxkrgvgqvmyrtrt - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169  
FromURI sip:1231234@10.66.68.157 Video:false m\_needs\_postcallsurvey:false  
535: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.6} NEW CALL with guid=F6077E781000013A677BD3A90A4244A9  
legid=nxkrgvgqvmyrtrt 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)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352747417208

```
>>BODY: replyto=true callguid=F6077E781000013A677BD3A90A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Mon Nov 12 11:10:17 PST 2012
calltypeid=4 localOffset=-480 calllegid=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 (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352747417208 >>BODY: callguid=F6077E781000013A677BD3A90A4244A9
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles version=CVP_9_0
calldate=Mon Nov 12 11:10:17 PST 2012 localOffset=-480 eventid=6
calllegid=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
```

## Análise

Antes que um atendimento esteja enviado à rede VRU, o ICM tem que saber se o cliente de roteamento tem alguma capacidade da rede VRU ou não. Para isto, o cliente de roteamento PG deve ter uma rede VRU configurada que deva ser o tipo 10 (ou para datilografar 5 para a configuração de estilo mais velha). O ICM envia a “Falha de Diálogo” ao CVP.

## Edição 2: O CVP não tem nenhuma rota para a etiqueta VRU

```
13:02:50:156 ra-rtr Trace: (763764 x 0 : 0 0) NewCall: CID=(150429,210),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
CALLGUID = F6077E781000013A677BD3A90A4244A9 - Call will not be cached for post
call survey
13:02:50:156 ra-rtr Trace: (763764 x 0 : 0 0) Correlation id for dialog is
(8906).
13:02:50:156 ra-rtr Trace: (763764 x 8906 : 0 0) TransferToVRU: Label=1234567890,
CorID=8906, VRUID=5000, RCID=5001
13:02:50:156 ra-rtr Trace: (763764 x 8906 : 0 0) TransferConnect sent. Dialog
```

pending.

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) ReRoute: Reason=1 CallState=1.

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog handling a reroute request

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog resuming (ReRoute requested.) status (1)

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) RouteComplete:

13:02:50:162 ra-rtr Trace: Route: CID=(150429,210), Labels=0

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog sending release call message to Routing Client ID(5001).

13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Deleting Dialog.

10356431: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:

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

4048038573-0268435770-2049164156-0172115113, Generated a new CVP-ID hdr :

F1482AAD1000013A7A23C37C0A4244A9

10356432: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:

{Thrd=DATAI.11} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =

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

No survivability in use.

10356433: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-PARAM:

{Thrd=DATAI.11} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =

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

sip:1231234@10.66.68.157 Video:false m\_needs\_postcallsurvey:false

10356434: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:

{Thrd=DATAI.11} NEW CALL with guid=F1482AAD1000013A7A23C37C0A4244A9

legid=vzhaijmlktklgum dn=2003 ani=1231234 uui=null calldate=

Sun Nov 11 13:02:49 PST 2012 video=false cachecallcontext = false is\_

postcallsurvey = false RouterCallKey = null RouterCallKeyDay =

null RouterCallKeySequenceNumber = null

10356435: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:

{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL

(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352667769517

>>BODY: replyto=true callguid=F1482AAD1000013A7A23C37C0A4244A9 ani=1231234

dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0

pstntrkgrpsrcip=10.66.68.157 calldate=Sun Nov 11 13:02:49 PST 2012

calltypeid=4 localOffset=-480 calllegid=vzhaijmlktklgum

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

10678260: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:

{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =

F1482AAD1000013A7A23C37C0A4244A9, DLGID = -1 [null] - Processing ,,

[MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=,

locationpkid=, locationsiteid=, srcaddr=10.66.68.157,

pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,

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



CallContext:, user.media.id: F1482AAD1000013A7A23C37C0A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1  
10678261: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9 - New call  
10678262: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=763764, sendSeqNo=1, trunkGroupId=100,  
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,  
callguid=F1482AAD1000013A7A23C37C0A4244A9, rckey=, rcdays=, 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, rckey=210, rcdays=150429,  
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.app\_media\_lib: .., user.microapp.media\_server:  
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:  
application=HelloWorld,, LEGID = 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,  
rckey=210, rcdays=150429, rcseq=0, CallContext:,  
user.microapp.UseVXMLParams: N, user.microapp.app\_media\_lib: ..,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = 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=vzhaijmlkklgum  
>>STATE: isTabular=false isWriteable=false cursor=-1  
10356437: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_ERROR\_SNMP: B2BUA is not configured with a route for  
making calls to [12345678908906]. Please add this route. [id:5010]  
10356438: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9  
LEGID = vzhaijmlkklgum - [INBOUND]: Destination URL is null, cannot make  
the transfer. [id:5004]  
10356439: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (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=vzhaijmlkklgum  
>>STATE: isTabular=false isWriteable=true cursor=-1  
10356440: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9  
LEGID = vzhaijmlkklgum - [INBOUND]: Waiting 2000 millisecs before terminating.  
10678265: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-404-ICM-3810695} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=CONNECT\_FAILURE,  
causeCode=NONE,, LEGID = vzhaijmlkklgum, DNIS = 2003, ANI = 1231234  
10678266: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-404-ICM-3810695} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=763764, sendSeqNo=2,  
eventId=CONNECT\_FAILURE, causeCode=NONE,, LEGID = vzhaijmlkklgum,  
DNIS = 2003, ANI = 1231234  
10678267: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-155-ICM-3810696} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] - Processing ,,  
[ICM\_RELEASE], dialogueId=763764, sendSeqNo=2,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = vzhaijmlkklgum, 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  
(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 (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 (JMSTimestamp)=1352667771529 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9  
(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]
```

## Análise

Se todas as configurações no ICM estão corretas, o ICM envia uma etiqueta VRU e uma correlação ID ao CVP. Agora o CVP tem que ter uma rota para enviar o atendimento ao gateway VXML. Ou o CVP tem que ter uma rota estática, ou o CVP pode usar o proxy para distribuir o atendimento. Mas em qualquer dos casos, o CVP deve poder distribuir o atendimento ao gateway VXML.

## Edição 3: O gateway VXML não invoca o script VRU TCL

### Dial-peer correto de harmonização

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

10356476: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4051145999-0268435770-
0248415528-0172115113, Generated a new CVP-ID
hdr : F177950F1000013A0ECE85280A4244A9
10356477: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Call is missing an RPID header.
No survivability in use.
10356478: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: ReqURI (DN)
sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.157
Video:false m_needs_postcallsurvey:false
10356479: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
```

```
{Thrd=DATAI.11} NEW CALL with guid=F177950F1000013A0ECE85280A4244A9
legid=tmywxhkiresfmot dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
13:54:36 PST 2012 video=false cachecallcontext = false is_postcallsurvey =
false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
10356480: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352670876943
>>BODY: replyto=true callguid=F177950F1000013A0ECE85280A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
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 (JMSTimestamp)=1352670876943 (ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001  
>>BODY: callguid=F177950F1000013A0ECE85280A4244A9 RouterCallKey=211  
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:  
callvars=[, , , , , , , , , ] user.microapp.app\_media\_lib=..  
user.microapp.media\_server=http://10.66.68.169:7000/CVP  
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=  
[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N  
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8907  
timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
RouterCallKeyDay=150429 labeltype=-1 label=12345678908907 localOffset=-480  
calllegid=tmywxhkiressfmot >>STATE: isTabular=false isWriteable=false cursor=-1  
10356482: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-191-SIP-2706037} Static route matched 12345678908907 to  
StaticRoute: patterns like 1234567890> will route to 10.66.75.241  
10356483: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-191-SIP-2706037} Using Local Static  
Route for sip:12345678908907@10.66.75.241  
10356484: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-191-SIP-2706037} Found an incoming CISCO-GUID  
hdr : 4051145999-0268435770-0248415528-0172115113, Found an existing CVP-ID  
hdr: F177950F1000013A0ECE85280A4244A9  
10356485: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:  
INVITE TO <sip:12345678908907@10.66.75.241;transport=tcp> FROM 1231234  
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]  
10356486: 10.66.68.169: Nov 11 2012 13:54:36.959 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:  
Invitation proceeding 100  
10356487: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND] -  
DsSipInvitation - <sip:12345678908907@10.66.75.241;transport=tcp>;  
tag=F2E952A4-961 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1  
  
10356488: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiressfmot - [INBOUND]: Updated by :  
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID =  
F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:  
with event type INV\_REJECTED  
10356489: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9  
RouterCallKeySent=false causecode=0 timezone=America/Los\_Angeles version=CVP\_9\_0  
calldate=Sun Nov 11 13:54:37 PST 2012 localOffset=-480 eventid=1  
calllegid=F177950F1000013A0ECE85280A4244A9-135267087694378764  
>>STATE: isTabular=false isWriteable=true cursor=-1  
10356490: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:

{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]  
DURATION (msecs) = 234 - HANGUP with Call History  
10356491: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:  
No Dialog Cancelling: No final response on this leg.  
10356492: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 -  
[OUTBOUND]: hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException:  
Invalid input: IN\_HANGUP - invitation terminated <  
10356493: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706039} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = 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 (JMSTimestamp)=1352670879189 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9  
RouterCallKey=211 RouterCallKeySent=true causecode=0 timezone=America/Los\_Angeles  
RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150429  
calldate=Sun Nov 11 13:54:39 PST 2012 label=12345678908907 localOffset=-480  
eventid=1 calllegid=tmywxhkiresfmot >>STATE: isTabular=false isWriteable=true  
cursor=-1  
10356502: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9

LEGID = tmywxhkiresfmot - [INBOUND] Rejecting code 404.  
10356503: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiresfmot - [INBOUND]: No Dialog Responding: No final response on  
this leg.  
10356504: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiresfmot - [INBOUND] : Exception in respond:  
com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: error sending response  
Nov 12 05:17:36.466: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:  
Received:  
INVITE sip:12345678908907@10.66.75.241;transport=tcp SIP/2.0  
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bK+yQ5v8ztHdoMCGcD6HKw2g~~1517323  
Max-Forwards: 69  
To: <sip:12345678908907@10.66.75.241;transport=tcp>  
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=dse83387c1  
Call-ID: F177950F1000013A0ECE85280A4244A9-135267087694378764@10.66.68.169  
CSeq: 1 INVITE  
Content-Length: 205  
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>  
Expires: 60  
User-Agent: CVP 9.0 (1) Build-634  
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE  
Cisco-Guid: 4051145999-0268435770-0248415528-0172115113  
Cisco-Gucid: F177950F1000013A0ECE85280A4244A9  
Supported: replaces  
Supported: norefersub  
Content-Type: application/sdp  
App-Info: <10.66.68.169:8000:8443>  
  
v=0  
o=twinkle 506857274 262274389 IN IP4 10.66.68.157  
s=-  
c=IN IP4 10.66.68.157  
t=0 0  
m=audio 8000 RTP/AVP 0 101  
a=rtpmap:0 PCMU/8000  
a=rtpmap:101 telephone-event/8000  
a=fmtp:101 0-15  
a=ptime:20  
  
Nov 12 05:17:36.470: //7470647/xxxxxxxxxxxx/CCAPI/cc\_api\_caps\_ind:  
Call Entry Is Not Found  
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/cc\_api\_display\_ie\_subfields:  
cc\_api\_call\_setup\_ind\_common:  
cisco-username=1231234  
----- ccCallInfo IE subfields -----  
cisco-ani=sip:1231234@10.66.68.169:5060  
cisco-anitype=0  
cisco-aniplan=0  
cisco-anipi=0  
cisco-anisi=0  
dest=sip:12345678908907@10.66.75.241;transport=tcp

```
cisco-desttype=0
cisco-destplan=0
cisco-rdie=FFFFFFFF
cisco-rdn=
cisco-rdntype=0
cisco-rdnplan=0
cisco-rdnpi=-1
cisco-rdnsi=-1
cisco-redirectreason=-1 fwd_final_type =0
final_redirectNumber =
hunt_group_timeout =0
```

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

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

```
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/ccCheckClipClir:
```

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

```
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/ccCheckClipClir:
```

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

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

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

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

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

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

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

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

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

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

```
Event=0x6A84C990
```

```
Nov 12 05:17:36.474: //-1/xxxxxxxxxxxx/CCAPI/cc_setupind_match_search:
```

```
Try with the demoted called number 12345678908907
```

```
Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/ccCallSetContext:
```

```
Context=0x74DFFC40
```

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

```
>>>>CCAPI handed cid 7470647 with tag 92001 to app
"_ManagedAppProcess_Default"
```

## Análise

Se o CVP é rota capaz o atendimento ao gateway VXML, o atendimento deve combinar o dial-peer VRU como o dial-peer entrante. Se qualquer outro dial-peer é combinado, a seguir não terá o aplicativo necessário para o tratamento apropriado. Neste caso, combina o dial-peer entrante 92001 e os punhos CCAPI ao aplicativo "optam". Isto acontece quando o CCAPI no gateway não encontra nenhum aplicativo em um dial-peer. Não combinar o dial-peer entrante pode acontecer para razões múltiplas:

- Nenhum dial-peer configurado para o pé VRU.
- O teste padrão da compatibilidade de entrada não combina o DNIS para o atendimento VRU. Verifique para ver se há a mensagem do SORVO do número com "o chamar-número entrante" no dial-peer VRU.
- Determine se o CVP prepends SigDigits que não pôde ser configurado no gateway dial-peer VXML.

## Nenhuns aplicativo/serviço configurado no dial-peer

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

10356505: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4051860323-0268435770-
0451345016-0172115113, Generated a new CVP-ID hdr :
F1827B631000013A1AE6FA780A4244A9
10356506: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID =
kywgxdqfxwzckpx - [INBOUND]: Call is missing an RPID header. No
survivability in use.
10356507: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-PARAM:
```

{Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID =  
kywgxdqfxwzckpx - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI  
sip:1231234@10.66.68.157 Video:false m\_needs\_postcallsurvey:false  
10356508: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} NEW CALL with guid=F1827B631000013A1AE6FA780A4244A9  
legid=kywgxdqfxwzckpx dn=2003 ani=1231234 uui=null calldate=Sun Nov 11  
14:06:31 PST 2012 video=false cachecallcontext = false is\_postcallsurvey =  
false RouterCallKey = null RouterCallKeyDay = null  
RouterCallKeySequenceNumber = null  
10356509: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
(JMSTimestamp)=1352671591267  
>>BODY: replyto=true callguid=F1827B631000013A1AE6FA780A4244A9  
ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0  
pstntrkgprsrcip=10.66.68.157 calldate=Sun Nov 11 14:06:31 PST 2012  
calltypeid=4 localOffset=-480 calllegid=kywgxdqfxwzckpx  
>>STATE: isTabular=false isWriteable=true cursor=-1  
10678302: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-249-ICM-3810706} CALLGUID =  
F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=,  
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,  
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, rckey=, 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:ICM1:ICM1:CVP90.MsgBus001
(JMSType)=MsgBus:CONNECT (JMSTimestamp)=1352671591267 (ServerID)=CVP90.SYS_ICM1:ICM1:ICM1:CVP90.MsgBus001
>>BODY: callguid=F1827B631000013A1AE6FA780A4244A9 RouterCallKey=212
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=8908 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150429
labeltype=-1 label=12345678908908 localOffset=-480 calllegid=kywgxdqfxwzckpx
>>STATE: isTabular=false isWriteable=false cursor=-1
10356511: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Static route matched 12345678908908 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
10356512: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Using Local Static Route for
sip:12345678908908@10.66.75.241
10356513: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Found an incoming CISCO-GUID hdr :
4051860323-0268435770-0451345016-0172115113, Found an existing CVP-ID
hdr: F1827B631000013A1AE6FA780A4244A9
10356514: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:
INVITE TO <sip:12345678908908@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
10356515: 10.66.68.169: Nov 11 2012 14:06:31.298 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 -
[OUTBOUND]: Invitation proceeding 100
10356516: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 -
[OUTBOUND] - DsSipInvitation - <sip:12345678908908@10.66.75.241;transport=tcp>;
tag=F2F438D0-19C8 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1
10356517: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-
135267159128378765 - [OUTBOUND]: with event type INV_REJECTED
10356518: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:
```

CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352671591517 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9  
RouterCallKeySent=false causecode=0 timezone=America/Los\_Angeles  
version=CVP\_9\_0 calldate=Sun Nov 11 14:06:31 PST 2012 localOffset=-480  
eventid=1 calllegid=F1827B631000013A1AE6FA780A4244A9-  
135267159128378765 >>STATE: isTabular=false isWriteable=true cursor=-1  
10356519: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]  
DURATION (msecs) = 234 - HANGUP with Call History  
10356520: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]: No  
Dialog Cancelling: No final response on this leg.  
10356521: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:  
hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: Invalid  
input: IN\_HANGUP - invitation terminated  
10356522: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706073} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =  
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-  
135267159128378765 - [OUTBOUND]: with event type TERMINATED  
10356523: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND]: Waiting 2000 millisecs before terminating.  
10678307: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID =  
F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=CONNECT\_FAILURE,  
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234  
10678308: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=763766,  
sendSeqNo=2, eventId=CONNECT\_FAILURE, causeCode=NONE,,  
LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234  
10678309: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=763766,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,  
ANI = 1231234  
10678310: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_SIP1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234  
10356524: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-116-SIP-2706075} MessagingWorker:run: CALLGUID =  
F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND] ICM  
Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352671591532  
(ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=F1827B631000013A1AE6FA780A4244A9 dnis=2003 causecode=0

timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480  
calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false isWriteable=false  
cursor=-1  
10356525: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-116-SIP-2706075} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352671591532 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9  
RouterCallKey=212 RouterCallKeySent=false causecode=1  
timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 14:06:31 PST 2012  
label=12345678908908 localOffset=-480 eventid=6 calllegid=kywgxdqfxwzckpx  
>>STATE: isTabular=false isWriteable=true cursor=-1  
10678311: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID =  
F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP\_LEG] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,  
ANI = 1231234  
10678312: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT],  
dialogueId=763766, sendSeqNo=3, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,  
ANI = 1231234  
10678313: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,  
265 msec  
10678314: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 265 msec  
10678315: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-346-ICM-3810710} ICMCallController:  
addToPostCallSurveyCallMap: CALLGUID = F1827B631000013A1AE6FA780A4244A9 -  
Call will not be cached for post call survey  
10356526: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND] DURATION (msecs) = 2262 - HANGUP with Call  
History12345678908908|-1;  
10356527: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND] - ABNORMALLY ENDING - SIP code [404],  
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],  
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2262 and  
Call History : 12345678908908|-1; [id:5004]  
10356528: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_ERROR\_SNMP: B2BUA is not configured with a route for making  
calls to [92929292]. Please add this route. [id:5010]  
10356529: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND]: Destination URL is null, cannot make the  
REFER. [id:5004]  
10356530: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP\_9\_0\_SIP-7-CALL:



{Thrd=pool-1-thread-49-SIP-2706074} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (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:
```

## Análise

O dial-peer VRU no gateway VXML deve ser configurado para o aplicativo VRU que é bootstrap.tcl. Se o dial-peer não tem nenhum serviço/aplicativo configurados, o gateway VXML tenta distribuir o atendimento e procura o dial peer de saída. Se nenhum dial peer de saída é combinado, o atendimento falha em todo caso. Neste caso, mesmo que combine o dial peer entrante 999 que é nosso dial-peer VRU, ainda mostra que o controle de chamada API (CCAPI) segura o atendimento ao aplicativo do "padrão". Isto significa que o dial-peer 999 não tem o aplicativo VRU/bootstrap configurado.

## Edição 4: Gateway VXML não capaz de enviar o pedido do HTTP ao CVP

### A passagem do encabeçamento não é configurada

```
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 UUI=  
Nov 13 01:38:23.141: //7470684//TCL :/tcl\_handoff\_common: appl leg\_incoming  
new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL\_LEGID=  
DNIS=12345678908918 PROTOCOL=http PORT=8000 HOST=10.66.68.164  
BACKUP=10.66.68.164 VERSION=CVP\_9\_0\_1\_0\_0\_0\_634 UUI=  
Nov 13 01:38:23.141: //7470684//AFW\_:/vtd\_lg\_incoming: argc 4  
Nov 13 01:38:23.141: //7470684//AFW\_:/vtd\_lg\_incoming: Legs [7470684 ]  
Nov 13 01:38:23.141: //7470684//Tcl :/tcl\_parseCallID\_vartagObj: VARTAG  
Translation Leg Count=1  
Nov 13 01:38:23.141: //-1//AFW\_:/AFW\_Module\_ParseHandle: strModuleHandle  
new-call

<var>: namep=PRIMARY\_CVP\_URL expr=PROTOCOL + '://' + PRIMARY + ':' +  
PORT + '/cvp/VBServlet'

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

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

## Análise

Quando o gateway VXML recebe o atendimento VRU, combina com o dial-peer que tem o aplicativo VRU configurado. A fim encontrar do que CVP o atendimento originou, o aplicativo VRU/bootstrap precisa de considerar os encabeçamentos do SORVO. Por este motivo, a passagem do encabeçamento é exigida ser configurada. Neste caso, o dial peer entrante 999 é combinado e o CCAPI é entregue fora ao aplicativo da tira de bota. Quando o aplicativo tenta analisar gramaticalmente o encabeçamento do SORVO falha. Se o aplicativo da tira de bota não pode considerar o encabeçamento do SORVO, tenta enviar o pedido do HTTP ao endereço de origem do atendimento. Assim, se o atendimento vem através do proxy, a mensagem HTTP é enviada ao proxy. Neste exemplo, 10.66.68.164 é proxy dos COPOS. Desde que o pé VRU do atendimento vem do proxy e nenhuma passagem do encabeçamento é configurada (nenhum encabeçamento do SORVO poderia ser analisado gramaticalmente), o aplicativo tenta enviar o pedido do HTTP a 10.66.68.164 na porta 8000. Agora, o proxy não tem a porta 8000 aberta.

Assim o cumprimento de TCP falha e nenhuma mensagem HTTP é enviada. Para o ambiente de proxy, ou a passagem do encabeçamento é configurada ou do "o cvphost param" é configurado para enviar a mensagem HTTP.

## Edição 5: Etiqueta das separações VRU CVP e correlação ID erradas

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

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

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

F5E5DCAC1000013A2038A09B0A4244A9

423: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.6} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID =  
cxpzbgbgujotzle - [INBOUND]: Call is missing an RPID header.  
No survivability in use.

424: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP\_9\_0\_SIP-7-PARAM:  
{Thrd=DATAI.6} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID =  
cxpzbgbgujotzle - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI  
sip:1231234@10.66.68.157 Video:false m\_needs\_postcallsurvey:false

425: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.6} NEW CALL with guid=F5E5DCAC1000013A2038A09B0A4244A9  
legid=cxpzbgbgujotzle dn=2003 ani=1231234 uui=null calldate=Mon Nov 12  
10:33:33 PST 2012 video=false cachecallcontext = false is\_postcallsurvey  
= false RouterCallKey = null RouterCallKeyDay = null  
RouterCallKeySequenceNumber = null

426: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.6} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352745213100  
>>BODY: replyto=true callguid=F5E5DCAC1000013A2038A09B0A4244A9  
ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0  
pstntrkgrpsrcip=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, 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 = 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, 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 = 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 = cxpzbgbgujotzle, DNIS = 2003, ANI = 1231234  
437: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = cxpzbgbgujotzle - [INBOUND]: DsSipInviteDialog ack'ed  
438: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-  
135274521311615 - [OUTBOUND]: Updated by : CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cxpzbgbgujotzle - [INBOUND]:  
with event type INV\_ACKED  
439: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-  
135274521311615 - [OUTBOUND]: Acked the invite.  
232: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor24} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=PING, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=12345678908922,  
CALL\_LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169,  
CALL\_UUI=, VERSION=CVP\_9\_0\_1\_0\_0\_0\_634, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
233: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor24} VXMLManager:generateVXML:  
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Generated VXML from template  
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS  
234: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor25} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=CALL\_NEW, RECOVERY\_VXML=flash:recovery.vxml,  
CALL\_DNIS=12345678908922, CALL\_UUI=, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
235: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor25} CallSession:addCall:  
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Added IVRCall  
( DNIS=12345678908922 client: 10.66.75.241) to CallSession at slot: 0  
236: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor25} CallMsgPublisher:sendNewCall:  
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Publishing  
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW\_CALL >>BODY:  
replyto=true uui= callguid=F5E5DCAC1000013A2038A09B0A4244A9  
ani=sip:1231234@10.66.68.169:5060 dnis=12345678908922  
timezone=America/Los\_Angeles mediatype=A version=CVP\_9\_0 calldate=Mon Nov 12  
10:33:34 PST 2012 location= calltypeid=5 localOffset=-480 calllegid=  
>>STATE: isTabular=false isWriteable=true cursor=-1  
368: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:



{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_IVR1,  
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,  
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,  
user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,, LEGID = null,  
DNIS = 2003, ANI = 1231234  
369: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
- Correlation ID routed call  
370: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Publishing ,, [ICM\_REQUEST\_INSTRUCTION],  
dialogueId=13, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,  
serviceId=2, uui=, correlationId=922, location=, locationpkid=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,  
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060  
371: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Processing ,, [ICM\_DIALOGUE\_FAILURE\_EVENT],  
dialogueId=13, sendSeqNo=1, errorCode = E\_UNSPECIFIED\_FAILURE,,  
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060  
372: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Publishing ,, [MsgBus:DIALOGUE\_FAILURE],  
ssId=SYS\_IVR1, errorCode=E\_UNSPECIFIED\_FAILURE,, LEGID = ,  
DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060  
237: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:  
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Received  
Call message : >>HEADERS: (JMSType)=MsgBus:DIALOGUE\_FAILURE  
(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 = cpxpzbgbgujotzle - [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 (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352745217094 >>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9  
RouterCallKey=209 RouterCallKeySent=true causecode=13  
timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:33:37 PST 2012  
label=12345678908922 localOffset=-480 eventid=6 calllegid=cpxzbgbgujotzle  
>>STATE: isTabular=false isWriteable=true cursor=-1

444: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = cpxzbgbgujotzle - [INBOUND] DURATION (msecs) = 3994 - HANGUP with  
Call History12345678908922|-1;

445: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = cpxzbgbgujotzle - [INBOUND]: Terminated with Q.850;cause=16

376: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 12 [SIP\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_SIP1, eventId=DISCONNECT, causeCode=CALLED\_PARTY\_DISCONNECTED,,  
LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234

377: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 12 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=12,  
sendSeqNo=3, eventId=DISCONNECT, causeCode=CALLED\_PARTY\_DISCONNECTED,,  
LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234

378: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 12 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 3 secs,  
994 msecs

379: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
- Deleted call. Duration: 0 hrs, 0 mins, 3 secs, 994 msecs

Nov 13 01:56:33.138: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:  
Received:  
INVITE sip:12345678908922@10.66.75.241:5060;transport=tcp SIP/2.0  
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-e5f6b267-3ff58c1f-1  
Via: SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51

Max-Forwards: 68  
To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>  
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc  
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169  
CSeq: 1 INVITE  
Content-Length: 206  
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>  
Expires: 60  
User-Agent: CVP 9.0 (1) Build-634  
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE  
Cisco-Guid: 4125482156-0268435770-0540582043-0172115113  
Cisco-Gucid: F5E5DCAC1000013A2038A09B0A4244A9  
Supported: replaces  
Supported: norefersub  
Content-Type: application/sdp  
App-Info: <10.66.68.169:8000:8443>

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

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

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

Sent:

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-e5f6b267-3ff58c1f-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 #01\*\*ent: Cisco-IOS-C3825/15.1

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

Nov 13 01:56:33.498:

Nov 13 01:56:33.506: //7470709//HTTPC:/httpc\_write\_stream: Client  
write buffer fd(0):  
GET /cvp/VBServlet?MSG\_TYPE=CALL\_NEW&CALL\_DNIS=12345678908922&CALL\_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

## Análise

Para que o atendimento VRU trabalhe, o “Tamanho Máx. do DNIS” e do comprimento da etiqueta VRU deve combinar. Quando o pedido do HTTP volta do gateway VXML com a etiqueta VRU e a correlação ID junto, o CVP racha a etiqueta VRU e a correlação ID baseadas no “Tamanho Máx. do DNIS”. Se não combina com que ICM está configurado para o comprimento VRU, o CVP racha a correlação ID errada, que é rejeitada eventualmente pelo ICM. Neste caso, o ICM envia a etiqueta 1234567890 VRU e a correlação ID 8922. Quando o CVP envia a instrução do pedido, envia a correlação ID 922. Em consequência, o ICM queixa-se que 922 são uma correlação

desconhecida ID. Desde que o ICM não obteve nenhuma resposta do atendimento com correlação ID 8922, cronometra para fora também. O ICM não tem nenhum conhecimento que o atendimento com correlação ID 8922 e 922 é parte de mesmas chamadas. Assim, para 922, retorna o desconhecido e para 8922 cronometrou para fora.

## Edição 6: ICM/CVP envia a URL errada

### O media URL está incompleto

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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 =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ. - [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 =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ. - [INBOUND]: ReqURI (DN)
sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:false m_
needs_postcallsurvey:false
5737: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.10} NEW CALL with guid=FB18F53A1000013A7AF65C0B0A4244A9
```



legid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. dn=2003 ani=1231234  
uui=null calldate=Tue Nov 13 10:47:27 PST 2012 video=false  
cachecallcontext = false is\_postcallsurvey = false RouterCallKey = null  
RouterCallKeyDay = null RouterCallKeySequenceNumber = null  
5738: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.10} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
(JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352832447802  
>>BODY: replyto=true callguid=FB18F53A1000013A7AF65C0B0A4244A9 ani=1231234  
dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstntrkrgrpsrcip=  
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=, rcday=, rcseq=, uui=, calltypeid=4,  
CallContext:, user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1  
1981: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 - New call  
1982: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=116, sendSeqNo=1, trunkGroupId=100,  
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,  
callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=, rcday=, rcseq=,  
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,  
user.media.id: FB18F53A1000013A7AF65C0B0A4244A9, user.cvp\_server\_info:  
10.66.68.169,, LEGID = 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, rcday=150431,  
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =  
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, rcday=150431,  
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =

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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmF1YmQ. - [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 (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352832448379 >>BODY: callguid=  
FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 RouterCallKeySent=false  
causecode=0 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0  
version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13  
10:47:28 PST 2012 label=12345678909000 localOffset=-480 eventid=4  
calllegid=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137  
>>STATE: isTabular=false isWriteable=true cursor=-1

1985: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=ANSWER,  
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234

1986: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=116, sendSeqNo=2, eventId=ANSWER,  
causeCode=NONE,, LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmF1YmQ.,  
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 = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmF1YmQ. - [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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmF1YmQ. - [INBOUND]: with event  
type INV\_ACKED

5752: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =

FB18F53A1000013A7AF65C0B0A4244A9 LEGID =  
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:  
Aked the invite.  
1272: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ANI=sip:1231234@10.66.68.169:5060, CALL\_UUI=,  
MSG\_TYPE=CALL\_NEW, ERROR\_CODE=NONE(0), CLIENT\_TYPE=IOS,  
CALL\_ID=FB18F53A1000013A7AF65C0B0A4244A9, CALL\_DNIS=12345678909000,  
RECOVERY\_VXML=flash:recovery.vxml }  
1273: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallSession:addCall:  
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Added IVRCall (  
DNIS=12345678909000 client: 10.66.75.241) to CallSession at slot: 0  
1274: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:  
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Publishing  
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW\_CALL >>BODY:  
replyto=true uui= callguid=FB18F53A1000013A7AF65C0B0A4244A9  
ani=sip:1231234@10.66.68.169:5060 dnis=12345678909000  
timezone=America/Los\_Angeles mediatype=A version=CVP\_9\_0 calldate=Tue Nov 13  
10:47:28 PST 2012 location= calltypeid=5 localOffset=-480 calllegid=  
>>STATE: isTabular=false isWriteable=true cursor=-1  
1987: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_IVR1,  
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,  
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,  
user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,, LEGID = null, DNIS = 2003,  
ANI = 1231234  
1988: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9  
- Correlation ID routed call  
1989: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 117 [IVR\_LEG] - Publishing ,, [ICM\_REQUEST\_INSTRUCTION],  
dialogueId=117, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,  
serviceId=2, uui=, correlationId=9000, location=, locationpkid=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,  
LEGID = , DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060  
1990: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-173-ICM-707} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR\_LEG] - Processing ,,  
[ICM\_RUN\_SCRIPT\_REQ], dialogueId=117, sendSeqNo=1, invokedId=1,  
scriptId=PM>Welcome, scriptConfiguration=, ced=,  
callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=201, rcday=150431,  
rcseq=1, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,  
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060  
1991: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-173-ICM-707} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR\_LEG] - Publishing ,,

```
[MsgBus:RUN_SCRIPT_REQ],  ssId=SYS_IVR1,  requestId=1,
scriptId=PM>Welcome,  scriptConfig=,  ced=,  rckey=201,  rcdays=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 (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352832448910 >>BODY: callguid=FB18F53A1000013A7AF65C0B0A4244A9  
RouterCallKey=201 RouterCallKeySent=true causecode=1 timezone=America/  
Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1  
RouterCallKeyDay=150431 calldate=Tue Nov 13 10:47:28 PST 2012  
label=12345678909000 localOffset=-480 eventid=6  
calllegid=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 #01\*\*gent: Cisco-IOS-C3825/15.1

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

GET /cvp/VBServlet?MSG\_TYPE=CALL\_NEW&CALL\_DNIS=12345678909000&  
CALL\_UUI=&CALL\_ANI=sip:1231234@10.66.68.169:5060&RECOVERY\_VXML=  
flash:recovery.vxml&CLIENT\_TYPE=IOS&CALL\_ID=  
FB18F53A1000013A7AF65C0B0A4244A9&ERROR\_CODE=0 HTTP/1.1  
Host: 10.66.68.169:8000  
Content-Type: application/x-www-form-urlencoded  
Connection: close  
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,  
application/voicexml, application/x-voicexml, text/plain, text/html,  
audio/basic, audio/wav, multipart/form-data, application/octet-stream  
User-Agent: Cisco-IOS-C3825/15.1

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

Nov 14 02:10:28.566: body:  
Nov 14 02:10:28.566: ... Buffer too large - truncated to (4096) len.  
Nov 14 02:10:28.566: <?xml version="1.0" encoding="iso-8859-1"?>  
 <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
```

## Análise

Para que os prompts de áudio sejam jogados para lugar corretos, todas as variáveis exigidas devem ser ajustadas corretamente. Há poucas variáveis que contribuem à URL dos arquivos de áudio. Você precisa de assegurar-se de que o que variável é ajustada, o uso daqueles CVP crie a URL para o arquivo de áudio. Os arquivos de áudio devem estar disponíveis nesse lugar. É igualmente importante determinar que server dos tipos de meios está no uso. Há Tomcat para o server VXML que escuta na porta 7000, Tomcat o server do atendimento que escuta na porta 8000 assim como no Internet Information Server (IIS) que escuta na porta 80. Em alguns casos, o cliente pôde ter um outro web server que pudesse ser usado como um servidor de mídia. É importante que as variáveis corretas estão ajustadas no ICM a fim criar uma URL correta para os arquivos de media. Os arquivos precisam de estar no lugar correto no servidor de mídia também.

## O media URL para o server VXML está incorreto

```
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 =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [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 =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [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=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. 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  
pstntrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 11:04:10 PST 2012  
calltypeid=4 localOffset=-480 calllegid=  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>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=, rkey=, rcdy=, rcseq=, uui=, calltypeid=4,  
CallContext:, user.media.id: FB2840A51000013A02C6ADE80A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1

2283: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9 - New call

2284: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP\_LEG] - Publishing ,,

```
[ICM_NEW_CALL], dialogueId=130, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: FB2840A51000013A02C6ADE80A4244A9, user.cvp_server_info:
10.66.68.169,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY.,
DNIS = 2003, ANI = 1231234
2285: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-449-ICM-826} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=130, sendSeqNo=1,
label=1234567890, correlationId=9008,
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=208, rcday=150431,
rcseq=0, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY., DNIS = 2003, ANI = 1231234
2286: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-449-ICM-826} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Publishing ,,
[MsgBus:CONNECT], ssId=SYS_SIP1, labelType=, label=1234567890,
correlationId=9008, command=null, rckey=208, rcday=150431,
rcseq=0, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY., DNIS = 2003, ANI = 1231234
6033: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. - [INBOUND] Handling
CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352833450149
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 floatingvars=
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003
correlationid=9008 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 RouterCallKeyDay=150431 labeltype=-1 label=12345678909008
localOffset=-480 calllegid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY.
>>STATE: isTabular=false isWriteable=false cursor=-1
6034: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Static route matched 12345678909008 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
6035: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Using Local Static Route for
sip:12345678909008@10.66.75.241
6036: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Found an incoming CISCO-GUID
```

hdr : 4213719205-0268435770-0046575080-0172115113, Found an existing CVP-ID  
hdr: FB2840A51000013A02C6ADE80A4244A9  
6037: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-450-SIP-4406} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9 LEGID = FB2840A51000013A02C6ADE80A4244A9-  
1352833450165150 - [OUTBOUND]: INVITE TO <sip:12345678909008@10.66.75.241;  
transport=tcp> FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60]  
100REL[Unsupported]  
6038: 10.66.68.169: Nov 13 2012 11:04:10.445 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:  
Invitation proceeding 100  
6039: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 -  
[OUTBOUND]: Invitation accepted - ack'ing  
6040: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:  
CountObserver() is >0 and sending Re-Invite to caller.  
6041: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-451-SIP-4407} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9 LEGID =  
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 isWriteable=true cursor=-1  
2287: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=ANSWER,  
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234  
2288: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=130, sendSeqNo=2, eventId=ANSWER,  
causeCode=NONE,, LEGID = 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 = ZmQ2YTk5NjdlZjg3MTkyNWFMmE4NjFmYjkzZGI1NDY. - [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 =  
ZmQ2YTk5NjdlZjg3MTkyNWFMmE4NjFmYjkzZGI1NDY. - [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=, rcdays=, 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  
(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 =  
ZmQ2YTk5NjdldzJg3MTkyNWZhMmE4NjFmYjZkZGIINDY., 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 =  
ZmQ2YTk5NjdldzJg3MTkyNWZhMmE4NjFmYjZkZGIINDY., DNIS = 2003, ANI = 1231234  
1508: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_IVR-7-CALL:



{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Received Call message :  
>>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_IVR1) (JMSTimestamp)=1352833451350 (ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=FB2840A51000013A02C6ADE80A4244A9 dnis=12345678909008 causecode=0 timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=>>STATE: isTabular=false isWriteable=false cursor=-1  
1509: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_IVR-7-CALL: {Thrd=pool-1-thread-460-IVR-206} DisconnectTask:generateResponse: CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 DisconnectResponse generated - CallReleaseCode: 0  
1510: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_IVR-7-CALL: {Thrd=http-8000-Processor21} VXMLManager:generateVXML: CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template 'Disconnect.template' for client: 10.66.75.241 clientType: IOS  
6047: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-461-SIP-4409} MessagingWorker:run: CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND] ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352833451350 (ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=FB2840A51000013A02C6ADE80A4244A9 dnis=2003 causecode=0 timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=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 (JMSDestination)=Topic(CVP.SIP.CC.EVENT) (JMSTimestamp)=1352833451350 >>BODY: callguid=FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=true causecode=1 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13 11:04:11 PST 2012 label=12345678909008 localOffset=-480 eventid=6 calllegid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>STATE: isTabular=false isWriteable=true cursor=-1  
6049: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-461-SIP-4409} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND] DURATION (msecs) = 1201 - HANGUP with Call History12345678909008|-1;  
6050: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-461-SIP-4409} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: Terminated with Q.850;cause=16  
6051: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-461-SIP-4410} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]: Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: with event type TERMINATED  
6052: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:

{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]  
DURATION (msecs) = 1185 - HANGUP with Call History  
6053: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:  
Terminated with Q.850;cause=16  
2300: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 130 [SIP\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_SIP1, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003,  
ANI = 1231234  
2301: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 130 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=130,  
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003,  
ANI = 1231234  
2302: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 130 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,  
201 msecs

GET /cvp/VBServlet?MSG\_TYPE=PING&CALL\_DNIS=12345678909008&CALL\_ANI=  
sip:1231234@10.66.68.169:5060&ERROR\_CODE=0&RECOVERY\_VXML=flash:recovery.  
vxml&CLIENT\_TYPE=IOS&CALL\_ID=FB2840A51000013A02C6ADE80A4244A9&CALL\_LEGID=  
FB2840A51000013A02C6ADE80A4244A9-1352833450165150@10.66.68.169&CALL\_UII=  
&VERSION=CVP\_9\_0\_1\_0\_0\_0\_634 HTTP/1.1  
Host: 10.66.68.169:8000  
Content-Type: application/x-www-form-urlencoded  
Connection: close  
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,  
application/voicexml, application/x-voicexml, text/plain, text/html,  
audio/basic, audio/wav, multipart/form-data, application/octet-stream  
User-A\*\*MSG 61073 TRUNCATED\*\*  
\*\*MSG 61073 CONTINUATION #01\*\*gent: Cisco-IOS-C3825/15.1

Nov 14 02:27:10.794: HTTP/1.1 200 OK  
Server: Apache-Coyote/1.1  
Content-Type: text/xml; charset=ISO-8859-1  
Transfer-Encoding: chunked  
Date: Tue, 13 Nov 2012 19:04:11 GMT  
Connection: close

GET /cvp/VBServlet?MSG\_TYPE=CALL\_NEW&CALL\_DNIS=12345678909008&CALL\_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="CALLED" />  
 <var name="FROM\_EXTVXML0" />  
 <var name="FROM\_EXTVXML1" />  
 <var name="FROM\_EXTVXML2" />  
 <var name="FROM\_EXTVXML3" />  
 <var name="DEBUG" expr="1" />  
 <property name="com.cisco.media-logging-id" value=  
"FB2840A51000013A02C6ADE80A4244A9" />  
 <property name="fetchaudiodelay" value="2s" />  
 <property name="fetchaudiominimum" value="5s" />  
  
 <form id="GS" scope="dialog">  
 <property name="com.cisco.tts-server" value="rtsp://  
tts-en-us/synthesizer"/>  
 <property name="com.cisco.asr-server" value="rtsp://  
asr-en-us/recognizer"/>  
  
 <subdialog name="Server" src="http://10.66.68.169:  
7000/CVP/en-us/./Server.vxml" >  
  
 <param name="application" expr="'HelloWorld'"/>  
  
 <filled>  
 <assign name="document.FROM\_EXTVXML0"  
expr="Server.FromExtVXML0"/>  
 <assign name="document.FROM\_EXTVXML1"

```
expr="Server.FromExtVXML1"/>
    <assign name="document.FROM_EXTVXML2"
expr="Server.FromExtVXML2"/>
    <assign name="document.FROM_EXTVXML3"
expr="Server.FromExtVXML3"/>
    <assign name="document.CALLCED"
expr="Server.caller_input"/>

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

```
Nov 14 02:27:11.078: //7471240//HTTPC://httpc_write_stream: Client write
buffer fd(0):
GET /CVP/Server.vxml HTTP/1.1
Host: 10.66.68.169:7000
Content-Type: application/x-www-form-urlencoded
Connection: Keep-Alive
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1
```

```
Nov 14 02:27:11.082: HTTP/1.1 404 Not Found
Server: Apache-Coyote/1.1
Content-Type: text/html;charset=utf-8
Content-Length: 1000
Date: Tue, 13 Nov 2012 19:04:11 GMT
```

```
Nov 14 02:27:11.082: body:
Nov 14 02:27:11.082: <html><head><title>Apache Tomcat/5.5.31 -
Error report</title><style><!--H1 {font-family:Tahoma,Arial,sans-serif;
color:white;background-color:#525D76;font-size:22px;} H2 {font-family:
Tahoma,Arial,sans-serif;color:white;background-color:#525D76;font-size:16px;}
H3 {font-family:Tahoma,Arial,sans-serif;color:white;background-color:#525D76;
font-size:14px;} BODY {font-family:Tahoma,Arial,sans-serif;color:black;
background-color:white;} B {font-family:Tahoma,Arial,sans-serif;color:
white;background-color:#525D76;} P {font-family:Tahoma,Arial,sans-serif;
```

```
background:white;color:black;font-size:12px;}A {color : black;}A.name
{color : black;}HR {color : #525D76;}--></style> </head><body>
<h1>HTTP Status 404 - /CVP/Server.vxml</h1><HR size="1" noshade="noshade">
<p><b>type</b> Status report</p><p><b>message</b> <u>/CVP/Server.vxml</u></p>
<p><b>description</b> <u>The requested resource (/CVP/Server.vxml) is not
available.</u></p><HR size="1" noshade="noshade"><h3>Apache Tomcat/5.5.31</h3>
</body></html>
```

Nov 14 02:27:11.090:

Nov 14 02:27:11.094: //7471240//HTTPC:/httpc\_write\_stream: Client write  
buffer fd(1):

```
GET /cvp/VBServlet?MSG_TYPE=CALL_RESULT&CALL_ID=
FB2840A51000013A02C6ADE80A4244A9&CALL_SEQ_NUM=1&ERROR_CODE=9 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1
```

## Análise

No ICM, a variável de UsexVXMLParams deve ser ajustada a “N” se o server VXML está no fluxo de chamadas. Se não é ajustada, o CVP adiciona Server.vxml ao fim da URL que não existe. Em consequência, o server VXML retorna um Mensagem de Erro 400 e o gateway VXML retorna o código de erro 9 que significa a URL errada.

## Edição 7: SigDigit

### O CVP não tem nenhuma rota para a etiqueta VRU após ter prepending SigDigit

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

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

0172115113, Generated a new CVP-ID hdr : FC0AA4D71000013A61C2A4310A4244A9  
6219: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:  
Call is missing an RPID header. No survivability in use.  
6220: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:  
Stripping 3 sigdigits from 6062003 and saving them as [606]  
6221: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP\_9\_0\_SIP-7-PARAM:  
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:  
ReqURI (DN) sip:6062003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:  
false m\_needs\_postcallsurvey:false  
6222: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP\_9\_0\_SIP-7-CALL: {  
Thrd=DATAI.5} NEW CALL with guid=FC0AA4D71000013A61C2A4310A4244A9  
legid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. dn=2003  
ani=1231234 uui=null calldate=Tue Nov 13 15:11:26 PST 2012 video=false  
cachecallcontext = false is\_postcallsurvey = false RouterCallKey =  
null RouterCallKeyDay = null RouterCallKeySequenceNumber = null  
6223: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
(JMSTimestamp)=1352848286935  
>>BODY: replyto=true callguid=FC0AA4D71000013A61C2A4310A4244A9  
ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0  
pstnrtrkgrpsrcip=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, 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
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 (JMSTimestamp)=  
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 (JMSTimestamp)=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

```

## Análise

Quando SigDigit é, o CVP prepends o SigDigit para todas as chamadas feitas do CVP antes que procure uma rota. Se uma rota estática é usada, o CVP deve ter a rota estática da etiqueta VRU prefixada com o SigDigit. O mesmo é verdadeiro para as rotas do número do ringback assim como do número de extensão de agente. Se um proxy é usado pelo contrário, o proxy deve ter a rota para a etiqueta VRU e o número do ringback assim como a extensão de agente com SigDigits prefixaram.

## Edição 8: O pedido do gateway VXML não é configurado para SigDigit

```

15:20:34:629 ra-rtr Trace: (141 x 0 : 0 0) NewCall: CID=(150431,216), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
15:20:34:630 ra-rtr Trace: (141 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.
15:20:34:630 ra-rtr Trace: (141 x 0 : 0 0) Correlation id for dialog is (9015).
15:20:34:630 ra-rtr Trace: (141 x 9015 : 0 0) TransferToVRU: Label=1234567890,
CorID=9015, VRUID=5000, RCID=5001
15:20:34:630 ra-rtr Trace: (141 x 9015 : 0 0) TransferConnect sent. Dialog
pending.
15:20:36:173 ra-rtr Trace: Dialog (142) has a correlation id (8909015 8909015)
that is unknown.
15:20:36:173 ra-rtr Trace: For message (14) from routing client CVPRC (ID 5001)
could not find dialog id (8909015).
15:20:36:173 ra-rtr Trace: Router sending dialog fail reason (11) for dialog
(142).
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) CallEventReport: CID=(150431,216),
Event=DISCONNECT, DlgEnds=1, FromVRU=0, CallState=1,
Cause=CALLED_PARTY_DISCONNECTED
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog (callstate:1) received

```

event(6)(Call disconnected. (Event has dialog end set.))  
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog resuming (Call  
disconnected. (Event has dialog end set.)) status (3)  
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog aborted and was deleted.  
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Deleting Dialog.

6324: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} Generated a new CISCO-GUID hdr :  
4229103675-0268435770-0965166893-0172115113, Generated a new CVP-ID hdr :  
FC13003B1000013A3987472D0A4244A9  
6325: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =  
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  
(JMSTimestamp)=1352848834619 >>BODY:  
replyto=true callguid=FC13003B1000013A3987472D0A4244A9 ani=1231234 dnis=2003  
timezone=America/Los\_Angeles version=CVP\_9\_0 pstntrkgprsrcip=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=, rckday=, rckseq=, 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, rckday=150431,  
rckseq=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, rckday=150431, rckseq=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 (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=NjE0M2ElZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk.
>>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 =
NjE0M2ElZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [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 =
NjE0M2ElZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [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\_UII=, VERSION=CVP\_9\_0\_1\_0\_0\_0\_634,

ERROR\_CODE=NONE(0), CALL\_ANI=sip:1231234@10.66.68.169:5060 }

1717: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP\_9\_0\_IVR-7-CALL:

{Thrd=http-8000-Processor21} VXMLManager:generateVXML:

CALLGUID=FC13003B1000013A3987472D0A4244A9 Generated VXML from template

'SubmitBack.template' for client: 10.66.75.241 clientType: IOS  
1718: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=FC13003B1000013A3987472D0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=CALL\_NEW, RECOVERY\_VXML=flash:recovery.vxml,  
CALL\_DNIS=60612345678909015, CALL\_UUI=, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
1719: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallSession:addCall:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 Added IVRCall  
( DNIS=60612345678909015 client: 10.66.75.241) to CallSession at slot: 0  
1720: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015  
Publishing NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
>>BODY: replyto=true uui= callguid=FC13003B1000013A3987472D0A4244A9  
ani=sip:1231234@10.66.68.169:5060 dnis=60612345678909015  
timezone=America/Los\_Angeles mediatype=A version=CVP\_9\_0  
calldate=Tue Nov 13 15:20:36 PST 2012 location= calltypeid=5  
localOffset=-480 calllegid= >>STATE: isTabular=false isWriteable=true  
cursor=-1  
2483: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_IVR1,  
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,  
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,  
user.media.id: FC13003B1000013A3987472D0A4244A9,, LEGID = null,  
DNIS = 2003, ANI = 1231234  
2484: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-328-ICM-886} CALLGUID =  
FC13003B1000013A3987472D0A4244A9 - Correlation ID routed call  
2485: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Publishing ,, [ICM\_REQUEST\_INSTRUCTION],  
dialogueId=142, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,  
serviceId=2, uui=, correlationId=8909015, location=, locationpkid=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,  
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060  
2486: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Processing ,, [ICM\_DIALOGUE\_FAILURE\_EVENT],  
dialogueId=142, sendSeqNo=1, errorCode = E\_UNSPECIFIED\_FAILURE,,  
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060  
2487: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:

{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Publishing ,, [MsgBus:DIALOGUE\_FAILURE],  
ssId=SYS\_IVR1, errorCode=E\_UNSPECIFIED\_FAILURE,, LEGID = , DNIS =  
60612345678909015, ANI = sip:1231234@10.66.68.169:5060  
1721: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=  
FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015 Received Call  
message : >>HEADERS: (JMSType)=MsgBus:DIALOGUE\_FAILURE (JMSDestination)=  
Topic(CVP.ICM.CC.EVENT.SYS\_IVR1) (JMSTimestamp)=1352848836164 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=  
FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015 errorcode=15  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
>>STATE: isTabular=false isWriteable=false cursor=-1  
1722: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=pool-1-thread-330-IVR-214} DialogFailureTask:generateResponse:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 ErrorResponse generated -  
StatusCode: 15  
1723: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-3-CALL\_ERROR:  
Removing CALLGUID: FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015  
due to exception in CallNewHandler. (Client: 10.66.75.241) Received ICM  
DialogFailure response for new call request. DialogFailure StatusCode: 15  
HTTP req: { CALL\_ID=FC13003B1000013A3987472D0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=CALL\_NEW, RECOVERY\_VXML=flash:recovery.vxml,  
CALL\_DNIS=60612345678909015, CALL\_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 (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352848838769 >>BODY: callguid=FC13003B1000013A3987472D0A4244A9  
RouterCallKey=216 RouterCallKeySent=true causecode=13  
timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13 15:20:38 PST 2012  
label=12345678909015 localOffset=-480 eventId=6 calllegid=  
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 #01\*\*r-Agent: Cisco-IOS-C3825/15.1

Nov 14 06:43:34.577: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:  
Received:  
ACK sip:60612345678909015@10.66.75.241:5060;transport=tcp SIP/2.0  
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKqENBfGhCcJHHe9DrxXkw~~1083  
Max-Forwards: 70  
To: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD  
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=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\_UUI=  
&CALL\_ANI=sip:1231234@10.66.68.169:5060&RECOVERY\_VXML=flash:recovery.vxml&  
CLIENT\_TYPE=IOS&CALL\_ID=FC13003B1000013A3987472D0A4244A9&ERROR\_CODE=0 HTTP/1.1  
Host: 10.66.68.169:8000  
Content-Type: application/x-www-form-urlencoded  
Connection: close  
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,  
application/voicexml, application/x-voicexml, text/plain, text/html,  
audio/basic, audio/wav, multipart/form-data, application/octet-stream  
User-Agent: Cisco-IOS-C3825/15.1

Nov 14 06:43:35.981: Message Response Code: 500  
Nov 14 06:43:35.981: Message Rsp Decoded Headers:  
Nov 14 06:43:35.981: Date:Tue, 13 Nov 2012 23:20:36 GMT  
Nov 14 06:43:35.981: Transfer-Encoding:chunked  
Nov 14 06:43:35.981: Content-Type:text/html;charset=ISO-8859-1  
Nov 14 06:43:35.981: Connection:close  
Nov 14 06:43:35.981: headers:

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

SVR\_STATE: RUNNING

QUERY\_STR: MSG\_TYPE=CALL\_NEW&CALL\_DNIS=60612345678909015&CALL\_UUI=  
&CALL\_ANI=sip:1231234@10.66.68.169:5060&RECOVERY\_VXML=flash:recovery.  
vxml&CLIENT\_TYPE=IOS&CALL\_ID=FC13003B1000013A3987472D0A4244A9&ERROR\_CODE=0  
Content-Type: text/html;charset=ISO-8859-1  
Transfer-Encoding: chunked  
Date: Tue, 13 Nov 2012 23:20:36 GMT  
Connection: close

Sent: ` swwwwwwwww

BYE sip:1231234@10.66.68.169:5060;transport=tcp SIP/2.0  
Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C8EC78  
From: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD  
To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=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

## Análise

Se SigDigit está no uso e o CVP configurou corretamente uma rota para ele, o atendimento chega no gateway VXML com o DNIS como a etiqueta de SigDigits + VRU + a identificação da correlação além do que o chamar-número “entrante” do dial peer que deve combinar a combinação acima, a tira de bota igualmente deve ser configurado com SigDigit. Se não está configurado, quando o gateway VXML envia o pedido do HTTP novo do atendimento ao CVP, não descasca os dígitos, assim que o CVP envia a correlação errada ID baseada no “Tamanho Máx. do DNIS” ao ICM. Conseqüentemente, o atendimento falha eventualmente.

## Edição 9: O CallManager consegue a etiqueta errada VRU transferir

15:56:52:199 ra-rtr Trace: (65557 x 0 : 0 0) NewCall: CID=(150431,224),

DN=2002, ANI=1753, CED=, RCID=5000, MRDID=1, CallAtVRU=0, OpCode=0

15:56:52:199 ra-rtr Trace: (65557 x 0 : 0 0) Correlation id for dialog is (9025).

15:56:52:199 ra-rtr Trace: (65557 x 9025 : 0 0) TransferToVRU:

Label=9876543210, CorID=9025, VRUID=5000, RCID=5000

15:56:52:199 ra-rtr Trace: (65557 x 9025 : 0 0) TransferConnect sent.

Dialog pending.

15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog timed out callstate is :(1).

15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog resuming (Script Node timed out.) status (2)

15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) RouteComplete:

15:57:11:869 ra-rtr Trace: Route: CID=(150431,224), Labels=0

15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog sending release call message to Routing Client ID(5000).

15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Deleting Dialog.

15:56:52:557 PG1A-jgw1 Trace: new MyCID: 82

15:56:52:557 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242254 (465038/1) Addr:

2002 CurCalling: 1753 CurCallingURLType: URL\_TYPE\_UNKNOWN CurCalled: 2002

CurCalledURLType: URL\_TYPE\_UNKNOWN Calling: 1753 Called: 2002 Cause: NORMAL

15:56:52:557 PG1A-jgw1 Trace: MyConnection() address:2002 type:INTERNAL

15:56:52:557 PG1A-jgw1 Trace: handleConnCreated::new MyDestMyConnection()

MyConn: GenID: 170 IDVal: 31082793 Dev: 2002/0 Ext: 2002 DevTgStr:

Addr: 2002 State: INPROGRESS CCState: OFFERED prevCCState: UNKNOWN loggedIn: N

15:56:52:557 PG1A-jgw1 Trace: CallCtlConnOfferedEv CID: 17242254 Addr: 2002  
Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL

15:56:52:557 PG1A-jgw1 Trace: After setting DevTgDevStrMyConn: GenID: 170  
IDVal: 31082793 Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State:  
INPROGRESS CCState: OFFERED prevCCState: DIALING loggedIn: N

15:56:52:557 PG1A-jgw1 Trace: MyConn: GenID: 170 IDVal: 31082793 Dev: 2002/0  
Ext: 2002 DevTgStr: 1753 Addr: 2002 State: INPROGRESS CCState: OFFERED  
prevCCState: DIALING loggedIn: N

15:56:52:557 PG1A-jgw1 Trace: handleConnCreated: Setting  
Unique ID: 000000000007188E01DA492900000000 to Mycall object

15:56:52:557 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242254 (465038/1)  
Addr: 1753 CurCalling: 1753 CurCallingURLType: URL\_TYPE\_UNKNOWN CurCalled: 2002  
CurCalledURLType: URL\_TYPE\_UNKNOWN Calling: 1753 Called: 2002 Cause: NORMAL

15:56:52:557 PG1A-jgw1 Trace: MyConnection() address:1753 type:INTERNAL

15:56:52:557 PG1A-jgw1 Trace: handleConnCreated::new CallingAddrMyConnection()  
MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753 DevTgStr: Addr: 1753  
State: CONNECTED CCState: ESTABLISHED prevCCState: UNKNOWN loggedIn: N

15:56:52:557 PG1A-jgw1 Trace: handleConnCreated CID: 17242254 set  
mySourceConnection

15:56:52:557 PG1A-jgw1 Trace: CallCtlConnEstablishedEv CID: 17242254  
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL

15:56:52:557 PG1A-jgw1 Trace: MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753  
DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED prevCCState:  
ESTABLISHED loggedIn: N

15:56:52:559 PG1A-jgw1 Trace: RouteEvent State: ROUTE Cause: NO\_ERROR  
SessRteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15  
CurrRteAddr: 2002  
Algorithm: SELECT\_NORMAL SetupInfo None

15:56:52:559 PG1A-jgw1 Trace: myCall getCallingAddressPI true

15:56:52:560 PG1A-jgw1 Trace: Sending originate before confirmation  
CID: 17242254 after 3 milsecs

15:56:52:560 PG1A-jgw1 Trace: MsgRouteRequest: CID: 17242254 XRefID: 1  
ConnDevID: 1753/0 CallingDev: 1753 CurrentRoute: 2002  
UniqueID: 000000000007188E01DA492900000000

15:56:52:565 PG1A-jgw1 Trace: MsgRouteSelect: XRefID: 1 RouteSelected:  
9876543210

15:56:52:568 PG1A-jgw1 Trace: Calling selectRoute[CRefID: 1](9876543210,  
DEFAULT\_SEARCH\_SPACE) ...

15:56:52:666 PG1A-jgw1 Trace: ReRouteEvent State: RE\_ROUTE XRefID: 1  
Cause: INVALID\_DESTINATION RteAddr: 2002

15:56:52:666 PG1A-jgw1 Trace: selectRoute[CRefID: 1](9876543210,  
DEFAULT\_SEARCH\_SPACE) returned in 98 milsecs

15:56:56:674 PG1A-jgw1 Trace: RouteEndEvent State: ROUTE\_END XRefID: 1  
Cause: INVALID\_DESTINATION RteAddr: 2002

15:56:56:675 PG1A-jgw1 Trace: MsgRouteEndEvent: XRefID: 1 ErrorValue: 70

```
15:56:56:675 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242254 Addr: 1753
Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: CAUSE_USERBUSY Cause:
BUSY State: DISCONNECTED CCState: DISCONNECTED
15:56:56:675 PG1A-jgw1 Trace: MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753
DevTgStr: Addr: 1753 State: DISCONNECTED CCState: DISCONNECTED prevCCState:
ESTABLISHED loggedIn: N
15:56:56:675 PG1A-jgw1 Trace: Warning: dropping connection cleared for
CID: 17242254 because delivered initiated was never sent.
```

## Análise

Quando o CVP PG dever ter a rede VRU configurada, o CUCM PG não deve ter a rede VRU configurada. Se se configura, o ICM supõe que pode apoiar a correlação ID que CUCM não faz. Em consequência, quando o JTapi Gateway (JGW) recebe a mensagem recebe somente a etiqueta VRU, não a correlação ID adicionada. O atendimento falha. Contudo, se nenhuma rede VRU é configurada, o JGW obtém a rota como “a etiqueta VRU + a correlação ID”.

## Edição 10: O CallManager não prepend SigDigit à etiqueta VRU

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

16:03:52:736 PG1A-jgw1 Trace: new MyCID: 83
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated: Setting Unique ID:
00000000007188F01DA492C00000000 to Mycall object
16:03:52:736 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242255 (465039/1)
Addr: 2002 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN
CurCalled: 2002 CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753
Called: 2002 Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: MyConnection() address:2002 type:INTERNAL
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated::new MyDestMyConnection()
MyConn: GenID: 172 IDVal: 31082796 Dev: 2002/0 Ext: 2002 DevTgStr: Addr:
2002 State: INPROGRESS CCState: OFFERED prevCCState: UNKNOWN loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: CallCtlConnOfferedEv CID: 17242255 Addr: 2002
```

Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL  
16:03:52:736 PG1A-jgw1 Trace: handleCallCtlConnOffered CID: 17242255  
Connections created in a reverse order  
16:03:52:736 PG1A-jgw1 Trace: handleCallCtlConnOffered CID: 17242255 set  
myDestConnection  
16:03:52:736 PG1A-jgw1 Trace: After setting DevTgDevStrMyConn: GenID: 172  
IDVal: 31082796 Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State:  
INPROGRESS CCState: OFFERED prevCCState: DIALING loggedIn: N  
16:03:52:736 PG1A-jgw1 Trace: MyConn: GenID: 172 IDVal: 31082796  
Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State: INPROGRESS  
CCState: OFFERED prevCCState: DIALING loggedIn: N  
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated: Setting Unique ID:  
00000000007188F01DA492C00000000 to Mycall object  
16:03:52:736 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242255 (465039/1)  
Addr: 1753 CurCalling: 1753 CurCallingURLType: URL\_TYPE\_UNKNOWN  
CurCalled: 2002 CurCalledURLType: URL\_TYPE\_UNKNOWN Calling: 1753  
Called: 2002 Cause: NORMAL  
16:03:52:736 PG1A-jgw1 Trace: MyConnection() address:1753 type:INTERNAL  
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated::new  
CallingAddrMyConnection() MyConn: GenID: 173 IDVal: 0 Dev: 1753/0  
Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED  
prevCCState: UNKNOWN loggedIn: N  
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated CID: 17242255 set  
mySourceConnection  
16:03:52:736 PG1A-jgw1 Trace: CallCtlConnEstablishedEv CID: 17242255  
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL  
16:03:52:736 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0  
Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED  
prevCCState: ESTABLISHED loggedIn: N  
16:03:52:737 PG1A-jgw1 Trace: RouteEvent State: ROUTE Cause: NO\_ERROR  
SessRteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15  
CurrRteAddr: 2002 Algorithm: SELECT\_NORMAL SetupInfo None  
16:03:52:737 PG1A-jgw1 Trace: myCall getCallingAddressPI true  
16:03:52:737 PG1A-jgw1 Trace: Sending originate before confirmation  
CID: 17242255 after 1 milsecs  
16:03:52:737 PG1A-jgw1 Trace: MsgRouteRequest: CID: 17242255 XRefID: 2  
ConnDevID: 1753/0 CallingDev: 1753 CurrentRoute: 2002  
UniqueID: 00000000007188F01DA492C00000000  
16:03:52:743 PG1A-jgw1 Trace: MsgRouteSelect: XRefID: 2  
RouteSelected: 98765432109026  
16:03:52:743 PG1A-jgw1 Trace: Calling selectRoute[CRefID: 2]  
(98765432109026, DEFAULT\_SEARCH\_SPACE) ...  
16:03:52:773 PG1A-jgw1 Trace: RouteUsedEvent State: ROUTE\_USED XRefID: 2  
Cause: NO\_ERROR RteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15  
Domain: FALSE RteUsedAddr: 98765432109026



16:03:52:773 PG1A-jgw1 Trace: RouteEndEvent State: ROUTE\_END XRefID: 2  
Cause: NO\_ERROR RteAddr: 2002  
16:03:52:773 PG1A-jgw1 Trace: MsgRouteEndEvent: XRefID: 2 ErrorValue: 0  
16:03:52:773 PG1A-jgw1 Trace: selectRoute[CRefID: 2](98765432109026,  
DEFAULT\_SEARCH\_SPACE) returned in 30 milsecs  
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255  
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN  
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED  
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0  
Ext: 1753 DevTgStr: Addr: 1753 State: DISCONNECTED CCState: DISCONNECTED  
prevCCState: ESTABLISHED loggedIn: N  
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255  
Addr: 2002 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN  
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED  
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 172 IDVal: 31082796 Dev: 2002/0  
Ext: 2002 DevTgStr: 1753 Addr: 2002 State: DISCONNECTED CCState: DISCONNECTED  
prevCCState: DIALING loggedIn: N  
16:03:52:775 PG1A-jgw1 Trace: CallInvalidEv CID: 17242255 CiscoCause: UNKNOWN  
MetaCode: META\_CALL\_ENDING CiscoFeatureReason: REASON\_REDIRECT  
16:03:52:775 PG1A-jgw1 Trace: MsgCallCleared: CID: 17242255 ConnDevID: /0  
LocConnInfo: -1 Cause: 1015 Unique ID: 000000000007188F01DA492C00000000  
16:03:52:775 PG1A-jgw1 Trace: CallObservationEndedEv CID: 17242255

6526: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} Found an incoming CISCO-GUID hdr : 1621710080-0000065536-  
0000000034-2739159562, Generated a new CVP-ID  
hdr : 60A95500000100000000022A344420A  
6527: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =  
60a95500-a314dfb-22-a344420a - [INBOUND]: Display Name [] Is Using  
Survivability [false] CallServer build CVP\_9\_0\_1\_0\_0\_0\_634  
6528: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =  
60a95500-a314dfb-22-a344420a - [INBOUND]: Stripping 3 sigdigits from  
98765432109026 and saving them as [987]  
6529: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-PARAM:  
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =  
60a95500-a314dfb-22-a344420a - [INBOUND]: ReqURI (DN)  
sip:98765432109026@10.66.68.169:5060 FromURI sip:1753@10.66.68.163  
Video:false m\_needs\_postcallsurvey:false  
6530: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} NEW CALL with guid=60A95500000100000000022A344420A  
legid=60a95500-a314dfb-22-a344420a dn=65432109026 ani=1753 uui=null  
calldate= Tue Nov 13 16:03:52 PST 2012 video=false cachecallcontext =

```
false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay =
null RouterCallKeySequenceNumber = null
6531: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352851432269
>>BODY: replyto=true callguid=60A955000001000000000022A344420A
ani=1753 dnis=65432109026 timezone=America/Los_Angeles
version=CVP_9_0 pstntrkgrpsrcip=10.66.68.163 calldate=
Tue Nov 13 16:03:52 PST 2012 calltypeid=4 localOffset=-480
calllegid=60a95500-a314dfb-22-a344420a >>STATE: isTabular=false
isWriteable=true cursor=-1
2610: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A955000001000000000022A344420A,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.163, pstntrunkgroupid=10.66.68.163 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
60A955000001000000000022A344420A,, LEGID = null, DNIS = -1, ANI = -1
2611: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A955000001000000000022A344420A
- Correlation ID routed call
2612: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A955000001000000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Publishing ,,
[ICM_REQUEST_INSTRUCTION], dialogueId=150, sendSeqNo=1,
trunkGroupId=200, trunkNumber=0, serviceId=2, uui=,
correlationId=6, location=, locationpkid=, pstntrunkgroupid=
10.66.68.163 , pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = 60a95500-a314dfb-22-a344420a, DNIS = 65432109026, ANI = 1753
2613: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-85-ICM-925} CALLGUID = 60A955000001000000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Processing ,,
[ICM_DIALOGUE_FAILURE_EVENT], dialogueId=150, sendSeqNo=1,
errorCode = E_UNSPECIFIED_FAILURE,, LEGID = 60a95500-a314dfb-22-a344420a,
DNIS = 65432109026, ANI = 1753
2614: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-85-ICM-925} CALLGUID = 60A955000001000000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Publishing ,,
[MsgBus: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 = 60A955000001000000000022A344420A
LEGID = 60a95500-a314dfb-22-a344420a - [INBOUND] - DIALOGUE_FAILURE from
```

```

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

```

## Análise

Se o CVP é configurado para SigDigit, descasca um número de dígitos do número chamado. Quando CUCM envia o atendimento com “etiqueta VRU + correlação ID”, o CVP descasca alguns dígitos desde o início. O resultado é que a correlação errada ID está enviada ao ICM. Neste caso, o ICM envia a etiqueta 9876543210 VRU e a correlação ID 9026. CUCM envia o atendimento ao CVP como 98765432109026. O CVP é configurado para SigDigit = 3. O CVP remove 987 como SigDigit. Então racha a etiqueta VRU e a correlação ID baseada no comprimento máximo do DNIS que é 10. de 65432109026, a correlação ID transforma-se 6 que é o que o CVP envia ao ICM. E como esperado, o ICM retorna a correlação desconhecida ID 6, e as épocas para fora para a correlação ID 9026. Neste caso, a rota padrão CUCM deve prefixar SigDigit (neste caso 606) à rota da etiqueta VRU ao CVP.

## Conclusão

Pôde parecer difícil às vezes pesquisar defeitos “envia ao VRU” ou “execute o script Ext”, mas pode ser fácil se a aproximação direita é seguida. Devido à dependência em aplicativos múltiplos, pôde exigi-lo atravessar logs/traços dos dispositivos múltiplos. Estão aqui os passos lógicos a seguir:

1. Comece com os log de roteador. Determine se o roteador atribuiu um nível VRU e/ou o script VRU para ser executado.
2. Verifique o CVP entra a ordem para determinar como distante no fluxo de mensagem o atendimento é.

Estas duas etapas dão fornecem uma compreensão muito boa do status de chamada e conduzem-no à próxima etapa, que é se debugar o gateway do <sup>®</sup> VXML do Cisco IOS, server

VXML, e assim por diante.