

# CVP "Передаёт к VRU" и "выполненным сбоям" сценария Ext

## Введение

Этот документ описывает, "Передают к VRU" и "Выполненным сбоям" Сценария Ext. Проявленный подход называют Прогнозирующим Устранением проблем. С прогнозирующим устранением проблем вы будете сделаны знающий о проблеме на основе журналов, связанного поведения, и как лучше всего обратиться к нему.

В развертываниях клиентского голосового портала (CVP) ошибки вызова в "Передают к VRU", или "Выполненный узел" Сценария Ext очень распространен. Даже при том, что это - просто один узел в Intelligent Contact Management (ICM), существует много событий сигнализации, которые должны произойти на CVP, Речевой XML (VXML) шлюз и/или сервер VXML. Существует много конфигураций мест, должен быть завершен правильно. Большинство сбоев происходит из-за неверной конфигурации или сбоя за пределами ICM. Как только вы знакомы с наиболее распространенными проблемами конфигурации и/или сбоем на устройствах, легче устранить неполадки реальных проблем в рабочих сетях.

## Сетевые графики

"Передайте к VRU" и/или "Выполненному Сценарию Ext" с CVP

## Общие сведения "Передают к VRU" или "выполненному узлу" сценария Ext

Когда вызов поступает в ICM через CVP, Cisco Unified Communications Manager (CUCM) или любой другой Периферийный шлюз (PG), ICM мог бы нуждаться в обработке Устройства с речевым ответом (VRU), чтобы играть объявления и собрать ввод пользователя. В заказе для этого ICM должен передать вызов к сети VRU сначала. Только сеть VRU может играть объявления и собрать ввод пользователя. Так, если вызов поступает от Общей коммутируемой сети телефонии (PSTN) до ICM через CVP или CUCM, ICM должен использовать, "Передают к VRU" узел для передачи вызова к сети VRU. Существуют некоторые узлы, которые имеют неявный, "Передают к VRU", такие как "Выполненный Сценарий Ext" или "Очередь к Группе умений". Как только вызов поступает в сеть VRU, ICM тогда выполняет "Выполненный Внешний Сценарий" узел.

## Как ICM определяет который VRU использовать

Когда ICM принимает вызов от клиента маршрутизации CVP, и если вызов должен быть передан сети VRU, ICM ищет экземпляр клиента, настроенный для набранного номера. Как только экземпляр клиента определен, ICM использует сеть VRU, настроенную для того

экземпляра клиента. Затем ICM находит метку для клиента маршрутизации в той сети VRU. Наряду с ID Корреляции, ICM передает метку VRU клиенту маршрутизации CVP. Когда экземпляр клиента не настроен, VRU сети по умолчанию должен быть настроен. Но как оптимальный метод, экземпляр клиента должен всегда определяться на набранном номере.

## Лестничная схема

Изменения потока вызовов зависят от того, где вызов происходит и достигает к ICM. Это также зависит от протокола сигнализации, используемого для вызова. На основе этого вот другие лестничные схемы:

1. Протокол SIP - Шлюз PSTN передает вызов к CVP, и CVP передает к ICM
2. SIP - CUCM передает вызов к ICM и передает CVP

### **SIP - шлюз PSTN передает вызов к CVP, и CVP передает к ICM**

1. Шлюз для внешнего доступа передает INVITE к CVP.
2. CVP возвращается с 100 TRYING.
3. CVP определяет, является ли это новый вызов или вызов VRU. Это проверяет длину Сервиса распознавания дискретного числа (DNIS). Если длина DNIS меньше чем или равна "ЦИФРЕ Max", определенной в подсистеме ICM, CVP знает, что это - новый вызов.
4. CVP отправляет запрос NEW\_CALL к ICM.
5. Как только ICM PG преобразовывает NEW\_CALL в Запрос маршрутизатора и передает к Маршрутизатору ICM:
  - Маршрутизатор ICM пытается совпасть с DNIS запроса маршрутизатора с набранным номером.
  - Как только с набранным номером совпадают, ICM сопоставляет его с типом вызова.
  - Как только с типом вызова совпадают, он сопоставлен со сценарием. Если сценарий планируется для выполнения теперь, маршрутизатор ICM выполняет сценарий.
  - Как только сценарий совершает нападку, "Передают к VRU" или "Выполненному узлу" Сценария Ext, ICM должен передать вызов к VRU. Это пытается найти VRU нужной сети.
  - На основе набранного номера ICM находит, какому клиенту этот набранный номер принадлежит.
  - Как только клиент найден, ICM находит, какая сеть VRU будет использоваться.
  - Маршрутизатор ICM выбирает метку, определенную для RC CVP, и генерирует ID корреляции.
6. CVP получает ID 10 Корреляции и метка 9999999999. Это комбинирует его и ищет маршрут. Так как прокси не используется, это - статический маршрут, определенный под SIP.
7. CVP передает эти 999999999910 вызовов к шлюзу VXML.
8. На шлюзе VXML, 999999999910 соответствий точка вызова, которая имеет bootstrap.tcl как приложение для призыва.
9. Шлюз VXML принимает вызов и передает 200 ОК к CVP.
10. CVP возвращает 200 ОК к Шлюзу для внешнего доступа с Безопасной

инициализацией устройства (SDP), скопированной с 200 ОК шлюза VXML.

11. Шлюз для внешнего доступа передает АСК к CVP. Транзакция ВХОДЯЩЕГО участка вызова теперь завершена.
12. CVP передает АСК к шлюзу VXML. Здесь существует зависимость. Если ВХОДЯЩИЙ АСК участка не получен, CVP не передает АСК к шлюзу VXML.
13. Тем временем на шлюзе VXML приложение начальной загрузки извлекает заголовки SIP для обнаружения, куда этот вызов прибыл из. Это использует эту информацию для передачи запроса HTTP к CVP.
14. Шлюз VXML передает сообщение PING HTTP к тому же CVP, куда прибыл вызов SIP.
15. Подсистема Интерактивного голосового ответа (IVR) CVP отвечает 200 ОК.
16. Шлюз VXML теперь передает запрос HTTP NEW\_CALL к CVP с DNIS=999999999910.
17. Так как DNIS является большим, "Max. цифра" определена на CVP (который равняется 10). CVP знает, что это - звонок отвечающего VRU, таким образом, это разделяет метку и ID корреляции и передает ИНСТРУКЦИЮ ПО ЗАПРОСУ к CVP с меткой = 9999999999, корреляция ID=10.
18. На основе корреляции ID=10 знает ICM, какой сценарий, на котором узле вызов ждал. Таким образом, это продолжает выполнять следующий шаг, который является "Выполненным Сценарием Ext". Это передает "RUN\_SCRIPT\_REQ" как PM, добро пожаловать наряду с другими переменными Кода исправления ошибки (ECC).
19. С использованием переменных ECC и инструкции RUN\_SCRIPT\_REQ, подсистема IVR CVP создает документ VXML и передает обратно как 200 ОК.
20. Шлюз VXML получает 200 ОК и определяет который волновой файл играть и от где.
21. Это проверяет свой кэш, файл не присутствует, таким образом, это передает запрос HTTP к Web-серверу для файла.
22. Web-сервер передает 200 ОК с аудио файл.
23. Шлюз VXML передает аудио файл как Протокол таблицы маршрутизации (RTP) к шлюзу для внешнего доступа.
24. Как только шлюз VXML играет файл, он передает другой запрос HTTP к CVP с CALL\_RESULT, ERROR\_CODE=0.
25. CVP передает "RUN\_SCRIPT\_RESULT" к ICM с ERROR\_CODE=0.
26. ICM выполняет успешное ответвление "Выполненного узла" Сценария Ext и переходит "К очереди к Группе умений".
27. Теперь, ICM должен разъединить участок VRU. Таким образом, ICM передает разъединение на участке VRU.
28. В то же время ICM передает метку 2001 ПОДКЛЮЧЕНИЯ к участку коммутатора.
29. CVP передает 200 ОК к запросу HTTP шлюза VXML для разъединения.
30. В то же время CVP передает ПОКА на участке SIP к шлюзу VXML.
31. Однажды ПОКА передается шлюзу VXML, CVP передает SIP INVITE к 91919191, который маршрутизируется к шлюзу VXML согласно конфигурации схемы набора номеров.
32. Как только CVP получает 200 ОК от шлюза VXML для этого 91919191 вызова, это передает Re INVITE назад к ВХОДЯЩЕМУ Участку/Шлюзу для внешнего доступа.
33. Шлюз для внешнего доступа передает 200 ОК за новым, повторно приглашают.
34. CVP передает АСК к Шлюзу для внешнего доступа, а также шлюзу VXML.
35. Путь RTP установлен между Шлюзом для внешнего доступа и шлюзом VXML, и клиент может услышать обратный вызов.
36. Теперь CVP передает SIP INVITE к CUCM на 2001.
37. CUCM передает 100 ПЫТАЮЩИХСЯ 180 событий RINGING. CVP ничего не делает с

180 ЗВОНЯЩИМИ сообщениями.

38. Как только агент отвечает на звонок, CUCM передает 200 ОК.

39. Это инициирует несколько событий на CVP.

40. CVP Передает ПОКА к 91919191 участку обратного вызова VXML. CVP передает повторно пригласить спину к Шлюзу для внешнего доступа для изменения аудиопути для Вызова по телефону.

41. Шлюз для внешнего доступа передает 200 ОК на новом, повторно приглашают.

42. CVP передает АСК к Шлюзу для внешнего доступа, а также CUCM.

43. Теперь, аудио установлено между Шлюзом для внешнего доступа и IP-телефоном.

## **!--- конфигурацию**

### **Конфигурация шлюза PSTN**

#### **Конфигурация CVP**

"Максимальная длина DNIS" должна совпасть с длиной метки VRU.

CVP должен иметь или локальный маршрут или прокси для метки VRU. Если "Передают Инициатору", настроен, CVP использует Шлюз для внешнего доступа в качестве шлюза VXML.

#### **Конфигурация ICM**

Набранный номер должен иметь связанного клиента. Рекомендуется привязать клиента для типа вызова также.

Клиент / экземпляр должен быть привязан к Сетевому VRU.

PG/Клиенту маршрутизации CVP нужно было привязать сеть VRU.

VRU сети Type 10 должен быть настроен. Всем PG CVP нужно было добавить метку. Длина метки должна совпасть с "Максом - длиной DNIS" конфигурация на CVP.

Сетевой сценарий VRU должен быть привязан к сети VRU.

#### **Конфигурация шлюза VXML**

Приложения Tool Command Language (TCL) должны быть настроены. Подходящие приложения должны быть привязаны к точкам вызова. "header-passing" должен быть настроен. Cvrphost должен быть настроен в приложении начальной загрузки.

## **Устранение неисправностей**

Так как этот документ объясняет, как устранить неполадки, "Передают к VRU" и/или "Выполненной проблеме" Сценария Ext, предполагают, что вызов от PSTN уже находится в

ICM, и ICM совершает нападки, "Передают к VRU" узел. Метод для придержаний должен изучить каждый шаг потока вызовов, который может пойти не так, как надо и изучить результат и как это должно посмотреть. Эти подробные данные используются в лабораторной работе.

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

## Проблема 1: ICM не в состоянии находить метку VRU

### Никакой клиент, определенный на набранном номере

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

10356206: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr: 4046731059-0268435770-1607086881  
-0172115113, Generated a new CVP-ID hdr : F13437331000013A5FCA33210A4244A9  
10356207: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID =  
ldoycbefrqsphso - [INBOUND]: Call is missing an RPID header.  
No survivability in use.10356208: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800:  
%CVP\_9\_0\_SIP-7-PARAM:  
{Thrd=DATAI.11} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID =  
ldoycbefrqsphso - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI  
sip:1231234@10.66.68.157 Video:false m\_needs\_postcallsurvey:false  
10356209: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} NEW CALL with guid=F13437331000013A5FCA33210A4244A9  
legid=ldoycbefrqsphso dn=2003 ani=1231234 uui=null calldate=Sun Nov 11  
12:41:02 PST 2012 video=false cachecallcontext = false is\_postcallsurvey = false  
RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null  
10356210: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL (JMSTimestamp)=  
Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666462003 >>BODY: replyto=true  
callguid=F13437331000013A5FCA33210A4244A9 ani=1231234 dnis=2003 timezone=  
America/Los\_Angeles version=CVP\_9\_0 pstntrkgrpsrcip=10.66.68.157 calldate=  
Sun Nov 11 12:41:02 PST 2012 calltypeid=4 localOffset=-480 calllegid=  
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=true cursor=-1  
10678137: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-8-ICM-3810659} CALLGUID = F13437331000013A5FCA33210A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_SIP1,  
mediaType=, location=, locationpkid=, locationsiteid=,  
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,  
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:  
F13437331000013A5FCA33210A4244A9,, LEGID = null, DNIS = -1, ANI = -1 10678138:  
10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-8-ICM-3810659} CALLGUID = F13437331000013A5FCA33210A4244A9 -  
New call 10678139: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800:  
%CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-8-ICM-3810659} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=763757, sendSeqNo=1, trunkGroupId=100,  
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,  
callguid=F13437331000013A5FCA33210A4244A9, rckey=, rcday=, rcseq=,  
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=,  
CallContext:, user.media.id: F13437331000013A5FCA33210A4244A9,  
user.cvp\_server\_info: 10.66.68.169,,  
10678140: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-426-ICM-3810660} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Processing ,,  
[ICM\_RELEASE], dialogueId=763757, sendSeqNo=1, cause=NORMAL\_CALL\_  
CLEARING,, LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234  
10678141: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-426-ICM-3810660} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Publishing ,,  
[MsgBus:DISCONNECT], ssId=SYS\_SIP1, cause=NORMAL\_CALL\_CLEARING,,

LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234  
10356211: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-200-SIP-2705753} MessagingWorker:run: CALLGUID =  
F13437331000013A5FCA33210A4244A9 LEGID = ldoycbefrqsphso - [INBOUND]  
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352666462018  
(ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=F13437331000013A5FCA33210A4244A9 dnis=2003 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=false cursor=-1  
10356212: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-200-SIP-2705753} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352666462018 >>BODY: callguid=F13437331000013A5FCA33210A4244A9  
RouterCallKeySent=false causecode=1 timezone=America/Los\_Angeles version=CVP\_9\_0  
calldate=Sun Nov 11 12:41:02 PST 2012 localOffset=-480 eventid=6 calllegid=  
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=true cursor=-1  
10356213: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9  
LEGID = ldoycbefrqsphso - [INBOUND] DURATION (msecs) = 15 - HANGUP with  
Call History  
10356214: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9  
LEGID = ldoycbefrqsphso - [INBOUND]: No Dialog Responding: No final response  
on this leg.  
10678142: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Processing , ,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003,  
ANI = 1231234  
10678143: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Publishing , ,  
[ICM\_EVENT\_REPORT], dialogueId=763757, sendSeqNo=2, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003,  
ANI = 1231234  
10678144: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =  
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Deleted dialogue.  
Duration: 0 hrs, 0 mins, 0 secs, 15 msecs  
10678145: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID = F13437331000013A5FCA33210A4244A9  
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 15 msecs  
10678146: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-436-ICM-3810661} ICMCallController:  
addToPostCallSurveyCallMap: CALLGUID = F13437331000013A5FCA33210A4244A9 -  
Call will not be cached for post call survey  
10678147: 10.66.68.169: Nov 11 2012 12:41:14.982 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=ICM Garbage Collector} CALLGUID = F13437331000013A5FCA33210A4244A9,  
DLGID = 763757 [SIP\_LEG] - Purged dialogue.

## Анализ

ICM choses сеть VRU на основе экземпляра клиента набранного номера. Если набранный номер не имеет никакого экземпляра клиента, ICM не в состоянии находить любую метку сети VRU для вызова. ICM передает "ВЫПУСК" к CVP.

## Никакой "сетевой VRU", определенный на клиенте

```
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
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666685519 >>BODY:
replyto=true callguid=F137A04F1000013A2D3C96650A4244A9 ani=1231234 dnis=2003
timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=10.66.68.157
calldate=Sun Nov 11 12:44:45 PST 2012 calltypeid=4 localOffset=-480 calllegid=
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=, rcday=, rcseq=,  
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,  
user.media.id: F137A04F1000013A2D3C96650A4244A9,  
user.cvp\_server\_info: 10.66.68.169,, LEGID = igxjkbngsdckmey, DNIS = 2003,  
ANI = 1231234  
10678151: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-388-ICM-3810663} CALLGUID =  
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP\_LEG] - Processing ,,  
[ICM\_RELEASE], dialogueId=763758, sendSeqNo=1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = igxjkbngsdckmey, DNIS = 2003,  
ANI = 1231234  
10678152: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-388-ICM-3810663} CALLGUID =  
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP\_LEG] - Publishing ,,  
[MsgBus:DISCONNECT], ssId=SYS\_SIP1, cause=NORMAL\_CALL\_CLEARING,,  
LEGID = igxjkbngsdckmey, DNIS = 2003, ANI = 1231234  
10356220: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-16-SIP-2705764} MessagingWorker:run: CALLGUID =  
F137A04F1000013A2D3C96650A4244A9 LEGID = igxjkbngsdckmey -  
[INBOUND] ICM Disconnecting the call with : >>HEADERS:  
(JMSType)=MsgBus:DISCONNECT (JMSTDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1)  
(JMSTimestamp)=1352666685535  
(ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=F137A04F1000013A2D3C96650A4244A9 dnis=2003 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
igxjkbngsdckmey  
>>STATE: isTabular=false isWriteable=false cursor=-1  
10356221: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-16-SIP-2705764} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352666685535 >>BODY: callguid=F137A04F1000013A2D3C96650A4244A9  
RouterCallKeySent=false causecode=1 timezone=America/  
Los\_Angeles version=CVP\_9\_0 calldate=Sun Nov 11 12:44:45 PST 2012  
localOffset=-480 eventid=6 calllegid=igxjkbngsdckmey >>STATE:  
isTabular=false isWriteable=true cursor=-1  
10356222: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-16-SIP-2705764} CALLGUID = F137A04F1000013A2D3C96650A4244A9

LEGID = igxjkbngsdckmey - [INBOUND] DURATION (msecs) = 16 - HANGUP  
with Call History  
10356223: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-16-SIP-2705764} CALLGUID = F137A04F1000013A2D3C96650A4244A9  
LEGID = igxjkbngsdckmey - [INBOUND]: No Dialog Responding: No final response  
on this leg.  
10678153: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =  
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP\_LEG] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = igxjkbngsdckmey, DNIS = 2003,  
ANI = 1231234  
10678154: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =  
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=763758,  
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = igxjkbngsdckmey, DNIS = 2003, ANI = 1231234  
10678155: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =  
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP\_LEG] - Deleted dialogue.  
Duration: 0 hrs, 0 mins,  
0 secs, 0 msecs  
10678156: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =  
F137A04F1000013A2D3C96650A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,  
0 secs, 0 msecs  
10678157: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-358-ICM-3810664} ICMCallController:  
addToPostCallSurveyCallMap: CALLGUID = F137A04F1000013A2D3C96650A4244A9 -  
Call will not be cached for post call survey  
10678158: 10.66.68.169: Nov 11 2012 12:44:58.062 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=ICM Garbage Collector} CALLGUID = F137A04F1000013A2D3C96650A4244A9,  
DLGID = 763758 [SIP\_LEG] - Purged dialogue.

## Анализ

Как только ICM находит экземпляр действительного клиента от набранного номера, он ищет сеть VRU на том экземпляре ICM. Если никакая сеть VRU не определена, ICM не в состоянии находить метку сети VRU. ICM передает "ВЫПУСК" к CVP.

## Никакая метка VRU для клиента маршрутизации

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

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

10356224: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4047112666-0268435770-  
1119757218-0172115113, Generated a new CVP-ID hdr :  
F13A09DA1000013A42BE23A20A4244A9

10356225: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} CALLGUID = F13A09DA1000013A42BE23A20A4244A9 LEGID =  
oqexcflszqejdij - [INBOUND]: Call is missing an RPID header.  
No survivability in use.

10356226: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_SIP-7-PARAM:  
{Thrd=DATAI.11} CALLGUID = F13A09DA1000013A42BE23A20A4244A9 LEGID =  
oqexcflszqejdij - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI  
sip:1231234@10.66.68.157 Video:false m\_needs\_postcallsurvey:false

10356227: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} NEW CALL with guid=F13A09DA1000013A42BE23A20A4244A9  
legid=oqexcflszqejdij dn=2003 ani=1231234 uui=null calldate=  
Sun Nov 11 12:47:23 PST 2012 video=false cachecallcontext = false is\_  
postcallsurvey = false  
RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber  
= null

10356228: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
(JMSTimestamp)=1352666843610 >>BODY:  
replyto=true callguid=F13A09DA1000013A42BE23A20A4244A9 ani=1231234 dnis=2003  
timezone=America/Los\_Angeles version=CVP\_9\_0 pstntrkgrpsrcip=10.66.68.157  
calldate=Sun Nov 11 12:47:23 PST 2012 calltypeid=4 localOffset=-480  
calllegid=oqexcflszqejdij >>STATE: isTabular=false isWriteable=true cursor=-1

10678159: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=,  
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,  
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,  
CallContext:, user.media.id: F13A09DA1000013A42BE23A20A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1

10678160: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9 - New call

10678161: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=763759, sendSeqNo=1, trunkGroupId=100,

trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,  
callguid=F13A09DA1000013A42BE23A20A4244A9, rckey=, rcday=,  
rcseq=, location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,  
user.media.id: F13A09DA1000013A42BE23A20A4244A9,  
user.cvp\_server\_info: 10.66.68.169,, LEGID = oqexcflszqejdij, DNIS = 2003,  
ANI = 1231234  
10678162: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-412-ICM-3810666} CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP\_LEG] - Processing ,,  
[ICM\_RELEASE], dialogueId=763759, sendSeqNo=1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = oqexcflszqejdij, DNIS = 2003,  
ANI = 1231234  
10678163: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-412-ICM-3810666} CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP\_LEG] - Publishing ,,  
[MsgBus:DISCONNECT], ssId=SYS\_SIP1, cause=NORMAL\_CALL\_CLEARING,,  
LEGID = oqexcflszqejdij, DNIS = 2003, ANI = 1231234  
10356229: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-386-SIP-2705772} MessagingWorker:run: CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9 LEGID = oqexcflszqejdij - [INBOUND] ICM  
Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352666843610  
(ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=F13A09DA1000013A42BE23A20A4244A9 dnis=2003 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480  
calllegid=oqexcflszqejdij >>STATE: isTabular=false isWriteable=false  
cursor=-1  
10356230: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-386-SIP-2705772} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352666843610 >>BODY: callguid=F13A09DA1000013A42BE23A20A4244A9  
RouterCallKeySent=false causecode=1 timezone=America/Los\_Angeles  
version=CVP\_9\_0 calldate=Sun Nov 11 12:47:23 PST 2012 localOffset=-480  
eventid=6 calllegid=oqexcflszqejdij >>STATE: isTabular=false  
isWriteable=true cursor=-1  
10356231: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-386-SIP-2705772} CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9 LEGID = oqexcflszqejdij - [INBOUND]  
DURATION (msecs) = 0 - HANGUP with Call History  
10356232: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-386-SIP-2705772} CALLGUID = F13A09DA1000013A42BE23A20A4244A9  
LEGID = oqexcflszqejdij - [INBOUND]: No Dialog Responding: No final response  
on this leg.  
10678164: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP\_LEG] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = oqexcflszqejdij, DNIS = 2003,  
ANI = 1231234  
10678165: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP\_LEG] - Publishing ,,

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

## Анализ

Даже если ICM находит сеть VRU, тип должен быть 10 и должна быть метка, настроенная для клиента маршрутизации, от которого поступил вызов. ICM передает "ВЫПУСК" к CVP.

## PG не имеет никакого "Сетевого VRU", Настроенного

```
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 =
nxkrgvgqvyrrtt - [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 =
nxkrgvgqvyrrtt - [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=nxkrvgvqvyrrtt dn=2003 ani=1231234 uui=null calldate=  
Mon Nov 12 11:10:17 PST 2012 video=false cachecallcontext = false is\_  
postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null  
RouterCallKeySequenceNumber = null  
536: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.6} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352747417208  
>>BODY: replyto=true callguid=F6077E781000013A677BD3A90A4244A9  
ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0  
pstntrkgprsrcip=10.66.68.157 calldate=Mon Nov 12 11:10:17 PST 2012  
calltypeid=4 localOffset=-480 calllegid=nxkrvgvqvyrrtt  
>>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 = nxkrvgvqvyrrtt, 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 = nxkrvgvqvyrrtt, DNIS = 2003, ANI = 1231234  
425: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-113-ICM-113} CALLGUID = F6077E781000013A677BD3A90A4244A9,  
DLGID = 16 [SIP\_LEG] - Publishing ,, [MsgBus:DIALOGUE\_FAILURE], ssId=SYS\_SIP1,  
errorCode=E\_UNSPECIFIED\_FAILURE,, LEGID = nxkrvgvqvyrrtt, 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 = nxkrvgvqvyrrtt - [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=nxkrvgvqvmyrttp >>STATE: isTabular=false isWriteable=true cursor=-1
539: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrttp - [INBOUND] DURATION (msecs) = 0 - HANGUP with Call
History
540: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrttp - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 0 and
Call History : [id:5004]
541: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} Using Outbound Proxy for
sip:92929292@10.66.68.164:5060
542: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrttp - [INBOUND] REDIRECTING with 302 response.
426: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID = nxkrvgvqvmyrttp,
DNIS = 2003, ANI = 1231234
427: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=16,
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = nxkrvgvqvmyrttp, DNIS = 2003, ANI = 1231234
428: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
429: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9 -
Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs
430: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F6077E781000013A677BD3A90A4244A9 - Call will not be cached for post
call survey
```

## Анализ

Прежде чем вызов передается сети VRU, ICM должен знать, есть ли у Клиента маршрутизации возможность сети VRU или нет. Для этого PG Клиента маршрутизации нужно было настроить сеть VRU, которая должна быть Типом 10 (или Типом 5 для более старой конфигурации стиля). ICM передает "Ошибку диалога" к CVP.

## Проблема 2: CVP не имеет никакого маршрута для Метки VRU

```
13:02:50:156 ra-rtr Trace: (763764 x 0 : 0 0) NewCall: CID=(150429,210),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
```

CALLGUID = F6077E781000013A677BD3A90A4244A9 - Call will not be cached for post  
call survey

13:02:50:156 ra-rtr Trace: (763764 x 0 : 0 0) Correlation id for dialog is  
(8906).

13:02:50:156 ra-rtr Trace: (763764 x 8906 : 0 0) TransferToVRU: Label=1234567890,  
CorID=8906, VRUID=5000, RCID=5001

13:02:50:156 ra-rtr Trace: (763764 x 8906 : 0 0) TransferConnect sent. Dialog  
pending.

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

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

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

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

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

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

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

  

10356431: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr :  
4048038573-0268435770-2049164156-0172115113, Generated a new CVP-ID hdr :  
F1482AAD1000013A7A23C37C0A4244A9

10356432: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =  
vzhaijmlktklgum - [INBOUND]: Call is missing an RPID header.  
No survivability in use.

10356433: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-PARAM:  
{Thrd=DATAI.11} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =  
vzhaijmlktklgum - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI  
sip:1231234@10.66.68.157 Video:false m\_needs\_postcallsurvey:false

10356434: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} NEW CALL with guid=F1482AAD1000013A7A23C37C0A4244A9  
legid=vzhaijmlktklgum dn=2003 ani=1231234 uui=null calldate=  
Sun Nov 11 13:02:49 PST 2012 video=false cachecallcontext = false is\_  
postcallsurvey = false RouterCallKey = null RouterCallKeyDay =  
null RouterCallKeySequenceNumber = null

10356435: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352667769517  
>>BODY: replyto=true callguid=F1482AAD1000013A7A23C37C0A4244A9 ani=1231234  
dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0  
pstntrkgrpsrcip=10.66.68.157 calldate=Sun Nov 11 13:02:49 PST 2012  
calltypeid=4 localOffset=-480 calllegid=vzhaijmlktklgum  
>>STATE: isTabular=false isWriteable=true cursor=-1



10678260: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=,  
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,  
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,  
CallContext:, user.media.id: F1482AAD1000013A7A23C37C0A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1

10678261: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9 - New call

10678262: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=763764, sendSeqNo=1, trunkGroupId=100,  
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,  
callguid=F1482AAD1000013A7A23C37C0A4244A9, rckey=, rcday=, rcseq=,  
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,  
user.media.id: F1482AAD1000013A7A23C37C0A4244A9,  
user.cvp\_server\_info: 10.66.68.169,, LEGID = 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, 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 = 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, 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 = 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 = vzhaijmlktklgum - [INBOUND]  
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=  
Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352667769517  
(ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001  
>>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9 RouterCallKey=210  
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:  
callvars=[, , , , , , , , , ] user.microapp.app\_media\_lib=..  
user.microapp.media\_server=http://10.66.68.169:7000/CVP  
user.microapp.FromExtVXML=[null, null, null, null]  
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]  
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true  
cursor=-1 dnis=2003 correlationid=8906 timezone=America/Los\_Angeles  
RouterCallKeySequenceNumber=0 version=CVP\_9\_0 RouterCallKeyDay=150429  
labeltype=-1 label=12345678908906 localOffset=-480 calllegid=vzhaijmlktklgum  
>>STATE: isTabular=false isWriteable=false cursor=-1  
10356437: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_ERROR\_SNMP: B2BUA is not configured with a route for  
making calls to [12345678908906]. Please add this route. [id:5010]  
10356438: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9  
LEGID = vzhaijmlktklgum - [INBOUND]: Destination URL is null, cannot make  
the transfer. [id:5004]  
10356439: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352667769517 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9  
RouterCallKey=210 RouterCallKeySent=false causecode=0 timezone=America/  
Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1  
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:49 PST 2012  
label=12345678908906 localOffset=-480 eventid=1 calllegid=vzhaijmlktklgum  
>>STATE: isTabular=false isWriteable=true cursor=-1  
10356440: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9  
LEGID = vzhaijmlktklgum - [INBOUND]: Waiting 2000 millisecs before terminating.  
10678265: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-404-ICM-3810695} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=CONNECT\_FAILURE,  
causeCode=NONE,, LEGID = vzhaijmlktklgum, DNIS = 2003, ANI = 1231234  
10678266: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-404-ICM-3810695} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=763764, sendSeqNo=2,  
eventId=CONNECT\_FAILURE, causeCode=NONE,, LEGID = vzhaijmlktklgum,  
DNIS = 2003, ANI = 1231234

10678267: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-155-ICM-3810696} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] - Processing ,,  
[ICM\_RELEASE], dialogueId=763764, sendSeqNo=2,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = 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 = vzhaijmlkklgum - [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 = vzhaijmlkklgum - [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 =  
vzhaijmlkklgum - [INBOUND]: Destination URL is null, cannot make the  
REFER. [id:5004]  
10356447: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352667771529 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9  
RouterCallKey=210 RouterCallKeySent=true causecode=0 timezone=America/  
Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1  
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:51 PST 2012  
label=12345678908906 localOffset=-480 eventid=1 calllegid=vzhaijmlkklgum  
>>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 = vzhaijmlkklgum - [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 = vzhaijmlkklgum - [INBOUND]: No  
Dialog Responding: No final response on this leg.  
10356450: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =

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

## Анализ

Если все конфигурации на ICM корректны, ICM передает метку VRU и ID Корреляции к CVP. Теперь CVP должен иметь маршрут для передачи вызова к шлюзу VXML. Или CVP должен иметь статический маршрут, или CVP может использовать прокси для маршрутизации вызова. Но в любом случае, CVP должен быть в состоянии направить вызов к шлюзу VXML.

## Проблема 3: шлюз VXML не в состоянии вызывать скрипт TCL VRU

### Не соответствие с корректной точкой вызова

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

10356476: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4051145999-0268435770-
0248415528-0172115113, Generated a new CVP-ID
hdr : F177950F1000013A0ECE85280A4244A9
10356477: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND]: Call is missing an RPID header.
```

No survivability in use.

10356478: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-PARAM:  
{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = 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  
(JMSTDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352670876943  
>>BODY: replyto=true callguid=F177950F1000013A0ECE85280A4244A9  
ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0  
pstntrkgrpsrcip=10.66.68.157 calldate=Sun Nov 11 13:54:36 PST 2012  
calltypeid=4 localOffset=-480 calllegid=tmywxhkiresfmot  
>>STATE: isTabular=false isWriteable=true cursor=-1

10678286: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_SIP1,  
mediaType=, location=, locationpkid=, locationsiteid=,  
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, 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 = tmywxhkiresfmot - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSTimestamp)=1352670876943 (ServerID)=CVP90.SYS_ICM1:ICM1:ICM1:CVP90.MsgBus001
(JMSTimestamp)=1352670876943 (ServerID)=CVP90.SYS_ICM1:ICM1:ICM1:CVP90.MsgBus001
>>BODY: callguid=F177950F1000013A0ECE85280A4244A9 RouterCallKey=211
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8907
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
RouterCallKeyDay=150429 labeltype=-1 label=12345678908907 localOffset=-480
calllegid=tmywxhkiresfmot >>STATE: isTabular=false isWriteable=false cursor=-1
10356482: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Static route matched 12345678908907 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
10356483: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Using Local Static
Route for sip:12345678908907@10.66.75.241
10356484: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Found an incoming CISCO-GUID
hdr : 4051145999-0268435770-0248415528-0172115113, Found an existing CVP-ID
hdr: F177950F1000013A0ECE85280A4244A9
10356485: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
INVITE TO <sip:12345678908907@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
10356486: 10.66.68.169: Nov 11 2012 13:54:36.959 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
Invitation proceeding 100
10356487: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND] -
DsSipInvitation - <sip:12345678908907@10.66.75.241;transport=tcp>;
tag=F2E952A4-961 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1
10356488: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Updated by :
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID =
F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
with event type INV_REJECTED
10356489: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} Sending BUS MSG:>>HEADERS:
```

(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9  
RouterCallKeySent=false causecode=0 timezone=America/Los\_Angeles version=CVP\_9\_0  
calldate=Sun Nov 11 13:54:37 PST 2012 localOffset=-480 eventid=1  
calllegid=F177950F1000013A0ECE85280A4244A9-135267087694378764  
>>STATE: isTabular=false isWriteable=true cursor=-1  
10356490: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]  
DURATION (msecs) = 234 - HANGUP with Call History  
10356491: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:  
No Dialog Cancelling: No final response on this leg.  
10356492: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 -  
[OUTBOUND]: hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException:  
Invalid input: IN\_HANGUP - invitation terminated <  
10356493: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706039} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiressfmot - [INBOUND]: Updated by : CALLGUID =  
F177950F1000013A0ECE85280A4244A9 LEGID = F177950F1000013A0ECE85280A4244A9-  
135267087694378764 - [OUTBOUND]: with event type TERMINATED  
10356494: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiressfmot - [INBOUND]: Waiting 2000 millisecs before terminating.  
10678291: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-238-ICM-3810702} CALLGUID = F177950F1000013A0ECE85280A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1,  
eventId=CONNECT\_FAILURE, causeCode=NONE,, LEGID = null, DNIS = 2003,  
ANI = 1231234  
10678292: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-238-ICM-3810702} CALLGUID = F177950F1000013A0ECE85280A4244A9,  
DLGID = 763765 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=763765,  
sendSeqNo=2, eventId=CONNECT\_FAILURE, causeCode=NONE,,  
LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234  
10678293: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-223-ICM-3810703} CALLGUID = F177950F1000013A0ECE85280A4244A9,  
DLGID = 763765 [SIP\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=763765,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID = tmywxhkiressfmot, DNIS = 2003,  
ANI = 1231234  
10678294: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-223-ICM-3810703} CALLGUID = F177950F1000013A0ECE85280A4244A9,  
DLGID = 763765 [SIP\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_SIP1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234  
10356495: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-273-SIP-2706041} MessagingWorker:run: CALLGUID =  
F177950F1000013A0ECE85280A4244A9 LEGID = tmywxhkiressfmot - [INBOUND]  
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT  
(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=tmywxhkiressfmot >>STATE: isTabular=false isWriteable=false  
cursor=-1  
10356496: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-273-SIP-2706041} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (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=tmywxhkiressfmot  
>>STATE: isTabular=false isWriteable=true cursor=-1  
10678295: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID =  
F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP\_LEG] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234  
10678296: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID =  
F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=763765, sendSeqNo=3, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234  
10678297: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID = F177950F1000013A0ECE85280A4244A9,  
DLGID = 763765 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,  
250 msec  
10678298: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID = F177950F1000013A0ECE85280A4244A9  
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 250 msec  
10678299: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-356-ICM-3810704} ICMCallController:addToPostCallSurveyCallMap:  
CALLGUID = F177950F1000013A0ECE85280A4244A9 - Call will not be cached for post  
call survey  
10356497: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiressfmot - [INBOUND] DURATION (msecs) = 2246 - HANGUP with Call  
History12345678908907|-1;  
10356498: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiressfmot - [INBOUND] - ABNORMALLY ENDING - SIP code [404],  
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],  
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2246 and  
Call History : 12345678908907|-1; [id:5004]  
10356499: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_ERROR\_SNMP: B2BUA is not configured with a route for  
making calls to [92929292]. Please add this route. [id:5010]10356500:  
10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR:  
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID = tmywxhkiressfmot - [INBOUND]:  
Destination URL is null, cannot make the REFER. [id:5004]  
10356501: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706040} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352670879189 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9

RouterCallKey=211 RouterCallKeySent=true causecode=0 timezone=America/Los\_Angeles  
RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150429  
calldate=Sun Nov 11 13:54:39 PST 2012 label=12345678908907 localOffset=-480  
eventid=1 calllegid=tmywxhkiresfmot >>STATE: isTabular=false isWriteable=true  
cursor=-1

10356502: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiresfmot - [INBOUND] Rejecting code 404.

10356503: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiresfmot - [INBOUND]: No Dialog Responding: No final response on  
this leg.

10356504: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiresfmot - [INBOUND] : Exception in respond:

com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: error sending response

Nov 12 05:17:36.466: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:

INVITE sip:12345678908907@10.66.75.241;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bK+yQ5v8ztHdoMCGcD6HKw2g~~1517323

Max-Forwards: 69

To: <sip:12345678908907@10.66.75.241;transport=tcp>

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=dse83387c1

Call-ID: F177950F1000013A0ECE85280A4244A9-135267087694378764@10.66.68.169

CSeq: 1 INVITE

Content-Length: 205

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

Expires: 60

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

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

Cisco-Guid: 4051145999-0268435770-0248415528-0172115113

Cisco-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"
```

## Анализ

Если CVP в состоянии, направляют вызов к шлюзу VXML, вызов должен совпасть с точкой вызова VRU как с входящим одноранговым телефонным соединением. Если с какой-либо другой точкой вызова совпадут, то она не будет иметь необходимого приложения для надлежащей обработки. В этом случае это совпадает с входящим одноранговым телефонным соединением 92001 и маркеры CCAPI к приложению "По умолчанию". Когда CCAPI на шлюзе не находит приложения на точке вызова, это происходит. Не соответствие с входящим одноранговым телефонным соединением может произойти по множественным причинам:

- Никакая точка вызова не настроена для участка VRU.
- Образец входного сопоставления не совпадает с DNIS для вызова VRU. Проверьте для сообщения SIP номера с "входящим вызываемым номером" в точке вызова VRU.
- Определите, предварительно ли CVP ожидает SigDigits, который не мог бы быть настроен в точке вызова шлюза VXML.

## Никакое Приложение/Сервис, Настроенное на Точке вызова

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

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

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

10356506: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND]: Call is missing an RPID header. No survivability in use.

10356507: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_SIP-7-PARAM: {Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.157 Video:false m\_needs\_postcallsurvey:false

10356508: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.11} NEW CALL with guid=F1827B631000013A1AE6FA780A4244A9 legid=kywgxdqfxwzckpx dn=2003 ani=1231234 uui=null calldate=Sun Nov 11 14:06:31 PST 2012 video=false cachecallcontext = false is\_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null

10356509: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL (JMSTimestamp)=1352671591267 >>BODY: replyto=true callguid=F1827B631000013A1AE6FA780A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstntrkgprsrcip=10.66.68.157 calldate=Sun Nov 11 14:06:31 PST 2012 calltypeid=4 localOffset=-480 calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false isWriteable=true cursor=-1

10678302: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4, CallContext:, user.media.id: F1827B631000013A1AE6FA780A4244A9,, LEGID = null, DNIS = -1, ANI = -1

10678303: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9 - New call

10678304: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP\_LEG] - Publishing ,, [ICM\_NEW\_CALL], dialogueId=763766, sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1, dialedNumber=2003, uui=, callguid=F1827B631000013A1AE6FA780A4244A9, rckey=, rcdays=, rcseq=, location=, locationpkid=, pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:, user.media.id: F1827B631000013A1AE6FA780A4244A9, user.cvp\_server\_info: 10.66.68.169,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234

10678305: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-330-ICM-3810707} CALLGUID = F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP\_LEG] - Processing ,, [ICM\_TEMPORARY\_CONNECT], dialogueId=763766, sendSeqNo=1, label=1234567890, correlationId=8908, callguid=F1827B631000013A1AE6FA780A4244A9, rckey=212, rcdays=150429,

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

10356517: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =  
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-  
135267159128378765 - [OUTBOUND]: with event type INV\_REJECTED  
10356518: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:  
CALL\_STATE\_EVENT (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352671591517 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9  
RouterCallKeySent=false causecode=0 timezone=America/Los\_Angeles  
version=CVP\_9\_0 calldate=Sun Nov 11 14:06:31 PST 2012 localOffset=-480  
eventid=1 calllegid=F1827B631000013A1AE6FA780A4244A9-  
135267159128378765 >>STATE: isTabular=false isWriteable=true cursor=-1  
10356519: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]  
DURATION (msecs) = 234 - HANGUP with Call History  
10356520: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]: No  
Dialog Cancelling: No final response on this leg.  
10356521: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:  
hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: Invalid  
input: IN\_HANGUP - invitation terminated  
10356522: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706073} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =  
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-  
135267159128378765 - [OUTBOUND]: with event type TERMINATED  
10356523: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND]: Waiting 2000 millisecs before terminating.  
10678307: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID =  
F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=CONNECT\_FAILURE,  
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234  
10678308: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=763766,  
sendSeqNo=2, eventId=CONNECT\_FAILURE, causeCode=NONE,,  
LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234  
10678309: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=763766,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,  
ANI = 1231234  
10678310: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_SIP1,

cause=NORMAL\_CALL\_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234  
10356524: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-116-SIP-2706075} MessagingWorker:run: CALLGUID =  
F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND] ICM  
Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352671591532  
(ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=F1827B631000013A1AE6FA780A4244A9 dnis=2003 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480  
calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false isWriteable=false  
cursor=-1  
10356525: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-116-SIP-2706075} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352671591532 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9  
RouterCallKey=212 RouterCallKeySent=false causecode=1  
timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 14:06:31 PST 2012  
label=12345678908908 localOffset=-480 eventid=6 calllegid=kywgxdqfxwzckpx  
>>STATE: isTabular=false isWriteable=true cursor=-1  
10678311: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID =  
F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP\_LEG] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,  
ANI = 1231234  
10678312: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Publishing , , [ICM\_EVENT\_REPORT],  
dialogueId=763766, sendSeqNo=3, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,  
ANI = 1231234  
10678313: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,  
265 msecs  
10678314: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 265 msecs  
10678315: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-346-ICM-3810710} ICMCallController:  
addToPostCallSurveyCallMap: CALLGUID = F1827B631000013A1AE6FA780A4244A9 -  
Call will not be cached for post call survey  
10356526: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND] DURATION (msecs) = 2262 - HANGUP with Call  
History12345678908908|-1;  
10356527: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND] - ABNORMALLY ENDING - SIP code [404],  
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],  
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2262 and  
Call History : 12345678908908|-1; [id:5004]



10356528: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_ERROR\_SNMP: B2BUA is not configured with a route for making  
calls to [92929292]. Please add this route. [id:5010]  
10356529: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND]: Destination URL is null, cannot make the  
REFER. [id:5004]  
10356530: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706074} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (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:
```

## Анализ

Точка вызова VRU в шлюзе VXML должна быть настроена для приложения VRU, которое является bootstrap.tcl. Если точка вызова не имеет никакого сервиса/приложения настроенным, шлюз VXML пытается направить вызов и ищет исходящую адресуемую точку вызова. Если ни с какой исходящей адресуемой точкой вызова не совпадают, сбой вызова в любом случае. В этом случае, даже при том, что это совпадает с входящим одноранговым телефонным соединением 999, который является нашей точкой вызова VRU, это все еще показывает, что API управления вызовами (CCAPI) обрабатывает вызов к приложению "По умолчанию". Это означает, что точке вызова 999 не настроили приложение VRU/начальной загрузки.

## Проблема 4: шлюз VXML, который не В состоянии Передать Запрос HTTP к CVP

### Передача заголовка Не Настроена

```
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  
(JMSTimestamp)=1352744123050  
>>BODY: replyto=true callguid=F5D53A9A1000013A2AE1EFE10A4244A9  
ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0  
pstntrkgprsrcip=10.66.68.157 calldate=Mon Nov 12 10:15:23 PST 2012  
calltypeid=4 localOffset=-480 calllegid=fpcqoafwavftcja  
>>STATE: isTabular=false isWriteable=true cursor=-1

182: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-218-ICM-22} CALLGUID =  
F5D53A9A1000013A2AE1EFE10A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=,  
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,  
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,  
CallContext:, user.media.id: F5D53A9A1000013A2AE1EFE10A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1

183: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-218-ICM-22} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
- New call

184: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-218-ICM-22} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Publishing ,, [ICM\_NEW\_CALL], dialogueId=6,  
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,  
dialedNumber=2003, uui=, callguid=F5D53A9A1000013A2AE1EFE10A4244A9,  
rckey=, rcday=, rcseq=, location=, locationpkid=,  
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, CallContext:, user.media.id:  
F5D53A9A1000013A2AE1EFE10A4244A9, user.cvp\_server\_info: 10.66.68.169,,  
LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234

185: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-219-ICM-23} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Processing ,, [ICM\_TEMPORARY\_CONNECT], dialogueId=6,  
sendSeqNo=1, label=1234567890, correlationId=8918,  
callguid=F5D53A9A1000013A2AE1EFE10A4244A9, rckey=206, rcday=150430,  
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.app\_media\_lib: .., user.microapp.media\_server:  
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:  
application=HelloWorld,, LEGID = fpcqoafwavftcja, DNIS = 2003,

ANI = 1231234

186: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-219-ICM-23} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS\_SIP1,  
labelType=, label=1234567890, correlationId=8918, command=null,  
rckey=206, rcday=150430, rcseq=0, CallContext:,  
user.microapp.UseVXMLParams: N, user.microapp.app\_media\_lib: ..,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = fpcqoafwavftcja,  
DNIS = 2003, ANI = 1231234

208: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-220-SIP-197} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND] Handling CONNECT :>>HEADERS:  
(JMSType)=MsgBus:CONNECT (JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS\_SIP1)  
(JMSTimestamp)=1352744123050 (ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001  
>>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9 RouterCallKey=206  
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:  
callvars=[, , , , , , , , ] user.microapp.app\_media\_lib=..  
user.microapp.media\_server=http://10.66.68.169:7000/CVP user.microapp.  
FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=  
[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N  
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8918  
timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
RouterCallKeyDay=150430 labeltype=-1 label=12345678908918 localOffset=-480  
calllegid=fpcqoafwavftcja >>STATE: isTabular=false isWriteable=false cursor=-1

209: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-220-SIP-197} Using Outbound Proxy for  
sip:12345678908918@10.66.68.164:5060

210: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-220-SIP-197} Found an incoming CISCO-GUID  
hdr : 4124392090-0268435770-0719450081-0172115113,  
Found an existing CVP-ID hdr: F5D53A9A1000013A2AE1EFE10A4244A9

211: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-220-SIP-197} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -  
[OUTBOUND]: INVITE TO <sip:12345678908918@10.66.68.164:5060;transport=tcp>  
FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]

212: 10.66.68.169: Nov 12 2012 10:15:23.066 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -  
[OUTBOUND]: Invitation proceeding 100

213: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -  
[OUTBOUND]: Invitation accepted - ack'ing

214: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -  
[OUTBOUND]: CountObserver() is >0 and sending Re-Invite to caller.

215: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND]: Updated by : CALLGUID =  
F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-

13527441230506 - [OUTBOUND]: with event type INV\_ACCEPTED  
216: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND]: Send the 200 OK back to caller with  
SDP of this dialog.  
217: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-221-SIP-198} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352744123471 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9  
RouterCallKey=206 RouterCallKeySent=false causecode=0  
timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:15:23 PST 2012  
label=12345678908918 localOffset=-480 eventid=4  
calllegid=F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506  
>>STATE: isTabular=false isWriteable=true cursor=-1  
187: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-222-ICM-24} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_SIP1, eventId=ANSWER, causeCode=NONE,, LEGID = null,  
DNIS = 2003, ANI = 1231234  
188: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-222-ICM-24} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=6,  
sendSeqNo=2, eventId=ANSWER, causeCode=NONE,, LEGID = fpcqoafwavftcja,  
DNIS = 2003, ANI = 1231234  
218: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND]: DsSipInviteDialog ack'ed  
219: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-223-SIP-199} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:  
Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID =  
fpcqoafwavftcja - [INBOUND]: with event type INV\_ACKED  
220: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-223-SIP-199} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:  
Aked the invite.  
189: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-225-ICM-25} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=6,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID = fpcqoafwavftcja,  
DNIS = 2003, ANI = 1231234  
190: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-225-ICM-25} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_SIP1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = fpcqoafwavftcja, DNIS = 2003,  
ANI = 1231234  
221: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-226-SIP-201} MessagingWorker:run: CALLGUID =  
F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = fpcqoafwavftcja - [INBOUND]  
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352744143346  
(ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:

callguid=F5D53A9A1000013A2AE1EFE10A4244A9 dnis=2003 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480  
calllegid=fpcqoafwavftcja >>STATE: isTabular=false isWriteable=false cursor=-1  
222: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-226-SIP-201} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352744143346 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9  
RouterCallKey=206 RouterCallKeySent=true causecode=1  
timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:15:43 PST 2012  
label=12345678908918 localOffset=-480 eventid=6 calllegid=fpcqoafwavftcja  
>>STATE: isTabular=false isWriteable=true cursor=-1  
223: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND] DURATION (msecs) = 20312 - HANGUP with  
Call History12345678908918|-1;  
191: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1,  
eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,, LEGID = fpcqoafwavftcja,  
DNIS = 2003, ANI = 1231234  
192: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=6,  
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234  
193: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 20 secs,  
296 msecs  
194: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 -  
Deleted call. Duration: 0 hrs, 0 mins, 20 secs, 296 msecs  
195: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-227-ICM-26} ICMCallController:addToPostCallSurveyCallMap:  
CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 - Call will not be cached for  
post call survey  
224: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND]: Terminated with Q.850;cause=16  
225: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-228-SIP-202} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:  
Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND]: with event type TERMINATED  
226: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND] DURATION  
(msecs) = 20311 - HANGUP with Call History  
227: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:  
Terminated with Q.850;cause=16

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

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

Nov 13 01:38:23.085: //7470684/xxxxxxxxxxxx/CCAPI/cc\_api\_caps\_ind:

Call Entry Is Not Found

Nov 13 01:38:23.089: //-1/F5D53A9A2AE1/CCAPI/cc\_api\_display\_ie\_subfields:

cc\_api\_call\_setup\_ind\_common:

cisco-username=1231234

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

cisco-ani=1231234

cisco-anitype=0

cisco-aniplan=0

cisco-anipi=0

cisco-anisi=0

dest=12345678908918

cisco-desttype=0

cisco-destplan=0

cisco-rdie=FFFFFFFF



cisco-rdn=  
cisco-rdntype=0  
cisco-rdnplan=0  
cisco-rdnpi=-1  
cisco-rdnsi=-1  
cisco-redirectreason=-1 fwd\_final\_type =0  
final\_redirectNumber =  
hunt\_group\_timeout =0

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

Nov 13 01:38:23.093: //7470684/F5D53A9A2AE1/CCAPI/cc\_process\_call\_setup\_ind:  
>>>CCAPI handed cid 7470684 with tag 999 to app "\_ManagedAppProcess\_  
bootstrap"

Nov 13 01:38:23.097: //7470684//TCL :/tcl\_InfotagObjCmd: infotag get  
leg\_proto\_headers Call-ID

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

Nov 13 01:38:23.097: //7470684//TCL :/tcl\_InfotagObjCmd: infotag get  
leg\_proto\_headers User-Agent

\*\*\* This TCL version = CVP\_9\_0\_1\_0\_0\_0\_634 and USER AGENT header = \*\*\*

Nov 13 01:38:23.097: //7470684//TCL :/tcl\_InfotagObjCmd: infotag get  
leg\_proto\_headers App-Info

\*\*\* App-Info= \*\*\*

Nov 13 01:38:23.101: //7470684//TCL :/tcl\_InfotagObjCmd: infotag get  
leg\_proto\_headers X-CallInfo

\*\*\* X-CallInfo= \*\*\*

Nov 13 01:38:23.105: //7470684/F5D53A9A2AE1/SIP/Msg/ccsipDisplayMsg:  
Sent:

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bKde5beb23-704a3ca7-23217025-4ed30023-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~14

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

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

Date: Tue, 13 Nov 2012 01:38:23 GMT

Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169

CSeq: 1 INVITE

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

Allow-Events: kpml, telephone-event

Contact: <sip:12345678908918@10.66.75.241:5060;transport=tcp>

Supported: replaces

Supported: sdp-anat

Server: Cisco-SIPGateway/IOS-12.x

Supported: timer

Content-Type: application/sdp

Content-Disposition: session;handling=required

Content-Length: 191

v=0

o=CiscoSystemsSIP-GW-UserAgent 4630 5308 IN IP4 10.66.75.241

s=SIP Call

c=IN IP4 10.66.75.241

t=0 0

m=audio 18928 RTP/AVP 0

c=IN IP4 10.66.75.241

a=rtpmap:0 PCMU/8000

a=ptime:20

Nov 13 01:38:23.109: //7470684//MSM :/ms\_handle\_stream\_timer: >>ms\_start\_play()

Nov 13 01:38:23.109: //7470684//MSM :/ms\_start\_play: 13w6d mgdTstop(ply)

Nov 13 01:38:23.129: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:

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

Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~15

Max-Forwards: 70

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

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

Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169

CSeq: 1 ACK

Content-Length: 0

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

Nov 13 01:38:23.141: //7470684//TCL :/tcl\_HandoffObjCmd: handoff appl leg\_

incoming new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL\_LEGID=

DNIS=12345678908918 PROTOCOL=http PORT=8000 HOST=10.66.68.164

BACKUP=10.66.68.164 VERSION=CVP\_9\_0\_1\_0\_0\_0\_634 UII=

Nov 13 01:38:23.141: //7470684//TCL :/tcl\_handoff\_common: appl leg\_incoming

new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL\_LEGID=

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

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

Nov 13 01:38:23.285: //7470684/F5D53A9A2AE1/VXML:/vxml\_expr\_eval:  
expr=(var PRIMARY\_CVP\_URL=PROTOCOL + '://' + PRIMARY + ':' + PORT +  
'/cvp/VBServlet')

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

Nov 13 01:38:23.285: //7470684/F5D53A9A2AE1/VXML:/vxml\_expr\_eval:  
expr=(var BACKUP\_CVP\_URL=PROTOCOL + '://' + BACKUP + ':' + PORT +  
'/cvp/VBServlet')

urlp=http://10.66.68.164:8000/cvp/VBServlet?MSG\_TYPE=PING&CALL\_  
DNIS=12345678908918&CALL\_ANI=1231234&ERROR\_CODE=0&RECOVERY\_  
VXML=flash:recovery.vxml&CLIENT\_TYPE=IOS&CALL\_  
ID=F5D53A9A1000013A2AE1EFE10A4244A9&CALL\_LEGID=&CALL\_  
UUI=&VERSION=CVP\_9\_0\_1\_0\_0\_0\_634 fetchaudio=NULL delay=0 minimum=0  
Nov 13 01:38:23.289: //7470684/F5D53A9A2AE1/VXML:/vxml\_vapp\_bgload:  
url http://10.66.68.164:8000/cvp/VBServlet?MSG\_TYPE=PING&CALL\_  
DNIS=12345678908918&CALL\_ANI=1231234&ERROR\_CODE=0&RECOVERY\_  
VXML=flash:recovery.vxml&CLIENT\_TYPE=IOS&CALL\_  
ID=F5D53A9A1000013A2AE1EFE10A4244A9&CALL\_LEGID=&CALL\_UUI=&VERSION=  
CVP\_9\_0\_1\_0\_0\_0\_634 cachable 1 fetchtimeout 7 maxage=-1 maxstale=-1

Nov 13 01:38:30.289: //7470684/F5D53A9A2AE1/VXML:/vxml\_bgload\_post\_done:  
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

## Анализ

Когда шлюз VXML принимает вызов VRU, именно с точкой вызова настроили приложение

VRU. Для обнаружения, из которого CVP вызов произошел из, приложение VRU/начальной загрузки должно видеть заголовки SIP. Поэтому передача заголовка требуется, чтобы быть настроенной. В этом случае с входящим одноранговым телефонным соединением 999 совпадают, и CAPI передан к приложению начальной загрузки. Когда приложение пытается проанализировать заголовок SIP, это отказывает. Если приложение начальной загрузки не в состоянии видеть заголовок SIP, оно пытается передать запрос HTTP к адресу источника вызова. Так, если вызов прибывает через прокси, сообщение HTTP передается прокси. В данном примере, 10.66.68.164 прокси CUPS. Так как участок VRU вызова прибывает из прокси, и никакая передача заголовка не настроена (никакой заголовок SIP не мог быть проанализирован), приложение пытается передать запрос HTTP к 10.66.68.164 в порту 8000. Теперь, прокси не открыли порт 8000. Так сбой квитирования TCP - подключения и никакое сообщение HTTP передается. Для прокси - окружения или передача заголовка настроена или "param svrphost", настроен для передачи сообщения HTTP.

## Проблема 5: CVP разделяет ID метки и корреляции VRU неправильно

```
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  
(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=, rcdays=, 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 = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234  
364: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 12 [SIP\_LEG] - Processing ,, [ICM\_TEMPORARY\_CONNECT], dialogueId=12,  
sendSeqNo=1, label=1234567890, correlationId=8922,  
callguid=F5E5DCAC1000013A2038A09B0A4244A9, rckey=209, 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 = cpxzbgbgujotzle, DNIS = 2003,  
ANI = 1231234  
365: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 12 [SIP\_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS\_SIP1,  
labelType=, label=1234567890, correlationId=8922, command=null,  
rckey=209, 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 = cpxzbgbgujotzle,  
DNIS = 2003, ANI = 1231234  
427: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-443-SIP-304} CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cpxzbgbgujotzle - [INBOUND]  
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=  
Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352745213116 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=F5E5DCAC1000013A2038A09B0A4244A9 RouterCallKey=209 floatingvars=  
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:  
callvars=[, , , , , , , , ] user.microapp.app\_media\_lib=  
.. user.microapp.media\_server=http://10.66.68.169:7000/CVP  
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=  
[application=HelloWorld, null, null, null, null] user.microapp.  
UseVXMLParams=N >>STATE: isTabular=false isWriteable=true cursor=-1  
dnis=2003 correlationid=8922 timezone=America/Los\_Angeles  
RouterCallKeySequenceNumber=0 version=CVP\_9\_0 RouterCallKeyDay=150430  
labeltype=-1 label=12345678908922 localOffset=-480 calllegid=cpxzbgbgujotzle  
>>STATE: isTabular=false isWriteable=false cursor=-1  
428: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_SIP-7-CALL:

{Thrd=pool-1-thread-443-SIP-304} Using Outbound Proxy for  
sip:12345678908922@10.66.68.164:5060  
429: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-443-SIP-304} Found an incoming CISCO-GUID  
hdr : 4125482156-0268435770-0540582043-0172115113, Found an existing  
CVP-ID hdr: F5E5DCAC1000013A2038A09B0A4244A9  
430: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-443-SIP-304} CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-  
135274521311615 - [OUTBOUND]: INVITE TO  
<sip:12345678908922@10.66.68.164:5060;transport=tcp> FROM 1231234  
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]  
431: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -  
[OUTBOUND]: Invitation proceeding 100  
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 = cpxpzbgbgujotzle - [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 = cpxpzbgbgujotzle - [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 (JMSTimestamp)=1352745213521 >>BODY:  
callguid=F5E5DCAC1000013A2038A09B0A4244A9 RouterCallKey=209  
RouterCallKeySent=false causecode=0 timezone=America/Los\_Angeles  
RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1  
RouterCallKeyDay=150430 calldate=Mon Nov 12 10:33:33 PST 2012  
label=12345678908922 localOffset=-480 eventid=4  
calllegid=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615  
>>STATE: isTabular=false isWriteable=true cursor=-1  
366: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP\_9\_0\_ICM-7-CALL:

{Thrd=pool-1-thread-445-ICM-96} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_SIP1, eventId=ANSWER, causeCode=NONE,, LEGID = null,  
DNIS = 2003, ANI = 1231234  
367: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-445-ICM-96} CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 12 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=12, sendSeqNo=2, eventId=ANSWER,  
causeCode=NONE,, LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234  
437: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = cpxzbgbgujotzle - [INBOUND]: DsSipInviteDialog ack'ed  
438: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-  
135274521311615 - [OUTBOUND]: Updated by : CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cpxzbgbgujotzle - [INBOUND]:  
with event type INV\_ACKED  
439: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-  
135274521311615 - [OUTBOUND]: Acked the invite.  
232: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor24} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=PING, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=12345678908922,  
CALL\_LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169,  
CALL\_UUI=, VERSION=CVP\_9\_0\_1\_0\_0\_0\_634, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
233: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor24} VXMLManager:generateVXML:  
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Generated VXML from template  
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS  
234: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor25} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=CALL\_NEW, RECOVERY\_VXML=flash:recovery.vxml,  
CALL\_DNIS=12345678908922, CALL\_UUI=, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
235: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor25} CallSession:addCall:  
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Added IVRCall  
( DNIS=12345678908922 client: 10.66.75.241) to CallSession at slot: 0  
236: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor25} CallMsgPublisher:sendNewCall:



CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Publishing  
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW\_CALL >>BODY:  
replyto=true uui= callguid=F5E5DCAC1000013A2038A09B0A4244A9  
ani=sip:1231234@10.66.68.169:5060 dnis=12345678908922  
timezone=America/Los\_Angeles mediatype=A version=CVP\_9\_0 calldate=Mon Nov 12  
10:33:34 PST 2012 location= calltypeid=5 localOffset=-480 calllegid=  
>>STATE: isTabular=false isWriteable=true cursor=-1  
368: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_IVR1,  
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,  
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,  
user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,, LEGID = null,  
DNIS = 2003, ANI = 1231234  
369: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
- Correlation ID routed call  
370: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Publishing ,, [ICM\_REQUEST\_INSTRUCTION],  
dialogueId=13, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,  
serviceId=2, uui=, correlationId=922, location=, locationpkid=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,  
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060  
371: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Processing ,, [ICM\_DIALOGUE\_FAILURE\_EVENT],  
dialogueId=13, sendSeqNo=1, errorCode = E\_UNSPECIFIED\_FAILURE,,  
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060  
372: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Publishing ,, [MsgBus:DIALOGUE\_FAILURE],  
ssId=SYS\_IVR1, errorCode=E\_UNSPECIFIED\_FAILURE,, LEGID = ,  
DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060  
237: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:  
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Received  
Call message : >>HEADERS: (JMSType)=MsgBus:DIALOGUE\_FAILURE  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_IVR1)  
(JMSTimestamp)=1352745214083 (ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001  
>>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9 dnis=12345678908922  
errorcode=15 timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480  
calllegid= >>STATE: isTabular=false isWriteable=false cursor=-1  
238: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:

{Thrd=pool-1-thread-449-IVR-27} DialogFailureTask:generateResponse:  
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 ErrorResponse generated -  
StatusCode: 15

239: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-3-CALL\_ERROR:  
Removing CALLGUID: F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922  
due to exception in CallNewHandler. (Client: 10.66.75.241) Received ICM  
DialogFailure response for new call request. DialogFailure StatusCode:  
15 HTTP req: { CALL\_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=CALL\_NEW, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=12345678908922,  
CALL\_UUI=, ERROR\_CODE=NONE(0), CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
[id:3023]

240: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor25} CallSession:removeCallByDNIS:  
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Removed IVRCall from CallSession  
( DNIS=12345678908922 eventId: 6 causeCode: 1). Removed from slot: 0

241: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor25} CallMsgPublisher:sendCallStateEvent:  
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Publishing  
CallStateEvent message: >>HEADERS: (JMSType)=MsgBus:CALL\_STATE\_EVENT  
>>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9 dnis=12345678908922  
RouterCallKeySent=false causecode=1 timezone=America/Los\_Angeles  
version=CVP\_9\_0 calldate=Mon Nov 12 10:33:34 PST 2012 localOffset=-480  
calllegid= eventId=6 >>STATE: isTabular=false isWriteable=true cursor=-1

242: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor25} IVRSubSystem:checkInLicense: Released license  
for call: F5E5DCAC1000013A2038A09B0A4244A9 - PortCheckinStatus=  
PORT\_CHECKIN\_OK\_PORT\_STILL\_IN\_USE

373: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_IVR1, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060

374: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=13,  
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060

375: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,  
983 msec

440: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 - [OUTBOUND]  
DURATION (msecs) = 1965 - DIALOG TERMINATED. Reason: Q.850;cause=16

441: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-451-SIP-307} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = cpxzbgbgujotzle - [INBOUND]: Updated by : CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-  
135274521311615 - [OUTBOUND]: with event type TERMINATED

442: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = cpxzbgbgujotzle - [INBOUND]: Waiting 2000 millisecs before  
terminating.

443: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-452-SIP-308} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (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-e5f6b267-3ff58clf-1

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

Max-Forwards: 68

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

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

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 1 INVITE

Content-Length: 206

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

Expires: 60

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

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

Cisco-Guid: 4125482156-0268435770-0540582043-0172115113

Cisco-Gucid: F5E5DCAC1000013A2038A09B0A4244A9

Supported: replaces

Supported: norefersub

Content-Type: application/sdp

App-Info: <10.66.68.169:8000:8443>

v=0

o=twinkle 262998732 1870908846 IN IP4 10.66.68.157

s=-

c=IN IP4 10.66.68.157

t=0 0

m=audio 8000 RTP/AVP 0 101

a=rtpmap:0 PCMU/8000

a=rtpmap:101 telephone-event/8000

a=fmtp:101 0-15

a=ptime:20

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

Sent:

SIP/2.0 100 Trying

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

e5f6b267-3ff58clf-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;

branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51

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

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

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

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 1 INVITE

Allow-Events: kpml, telephone-event

Server: Cisco-SIPGateway/IOS-12.x

Content-Length: 0

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

Sent:

SIP/2.0 200 OK

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

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

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

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

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 1 INVITE

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

Allow-Events: kpml, telephone-event

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

Supported: replaces

Supported: sdp-anat

Server: Cisco-SIPGateway/IOS-12.x

Supported: timer

Content-Type: application/sdp

Content-Disposition: session;handling=required

Content-Length: 191

v=0

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

s=SIP Call

c=IN IP4 10.66.75.241

t=0 0

m=audio 16806 RTP/AVP 0

c=IN IP4 10.66.75.241

a=rtpmap:0 PCMU/8000

a=ptime:20

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

Received:

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

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

Max-Forwards: 70

To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556  
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc  
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169  
CSeq: 1 ACK  
Content-Length: 0  
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 13 01:56:33.210: //7470709//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\_UI=&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

## Анализ

Для вызова VRU работать, должен совпасть "Макс - длина DNIS" и длины метки VRU. Когда запрос HTTP возвращается из шлюза VXML с меткой VRU и ID Корреляции вместе, CVP разделяет метку VRU и ID Корреляции на основе "Макса - длины DNIS". Если это не совпадает с тем, какой ICM настроен для длины VRU, CVP разделяет ID Корреляции неправильно, который в конечном счете отклонен ICM. В этом случае ICM передает метку 1234567890 VRU и ID 8922 Корреляции. Когда CVP передает Инструкцию по Запросу, он передает ID 922 Корреляции. В результате ICM жалуется, что 922 неизвестный ID Корреляции. Так как ICM не получил ответа вызова с ID 8922 Корреляции, это испытывает таймаут также. ICM не знает, что вызов с ID 8922 и 922 Корреляции является частью тех же самых вызовов. Так, для 922, это возвращается неизвестный, и для 8922 это испытало таймаут.

## Проблема 6: ICM/CVP передает неправильный URL

### URL сред является Неполным

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

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



YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: Call is missing an RPID header. No survivability in use.

5736: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_SIP-7-PARAM: {Thrd=DATAI.10} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: 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 (JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352832447802 >>BODY: replyto=true callguid=FB18F53A1000013A7AF65C0B0A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstntrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 10:47:27 PST 2012 calltypeid=4 localOffset=-480 calllegid=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 (JMSTimestamp)=  
Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352832447818 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201  
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:  
callvars=[, , , , , , , , ] user.microapp.media\_server=  
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null,  
null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null,  
null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWritable=  
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 isWritable=false cursor=-1  
5740: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-172-SIP-4292} Static route matched 12345678909000 to  
StaticRoute: patterns like 1234567890> will route to 10.66.75.241  
5741: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-172-SIP-4292} Using Local Static Route for  
sip:12345678909000@10.66.75.241  
5742: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-172-SIP-4292} Found an incoming CISCO-GUID hdr :  
4212716858-0268435770-2062965771-0172115113, Found an existing CVP-ID hdr:  
FB18F53A1000013A7AF65C0B0A4244A9  
5743: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-172-SIP-4292} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9-  
1352832447818137 - [OUTBOUND]: INVITE TO <sip:12345678909000@10.66.75.241;  
transport=tcp> FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60]  
100REL[Unsupported]  
5744: 10.66.68.169: Nov 13 2012 10:47:28.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9  
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:  
Invitation proceeding 100  
5745: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9  
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:  
Invitation accepted - ack'ing  
5746: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP\_9\_0\_SIP-7-CALL:

{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9  
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:  
CountObserver() is >0 and sending Re-Invite to caller.  
5747: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: Updated by :  
CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =  
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]: with  
event type INV\_ACCEPTED  
5748: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]:  
Send the 200 OK back to caller with SDP of this dialog.  
5749: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-174-SIP-4293} Sending BUS MSG:>>HEADERS: (JMSType)=  
MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=1352832448379 >>BODY: callguid=  
FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 RouterCallKeySent=false  
causecode=0 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0  
version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13  
10:47:28 PST 2012 label=12345678909000 localOffset=-480 eventid=4  
calllegid=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137  
>>STATE: isTabular=false isWriteable=true cursor=-1  
1985: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=ANSWER,  
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234  
1986: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=116, sendSeqNo=2, eventId=ANSWER,  
causeCode=NONE,, LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.,  
DNIS = 2003, ANI = 1231234  
1269: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=FB18F53A1000013A7AF65C0B0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=PING, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=12345678909000,  
CALL\_LEGID=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137@10.66.68.169,  
CALL\_UUI=, VERSION=CVP\_9\_0\_1\_0\_0\_0\_634, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
1270: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP\_9\_0\_IVR-6-VBCLIENT  
\_ADDED: Added client - Type: IOS Name: 10.66.75.241 [id:3013]  
1271: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:  
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template  
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS  
5750: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9  
LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. -[INBOUND]:  
DsSipInviteDialog ack'ed

5751: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9  
-1352832447818137 - [OUTBOUND]: Updated by : CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ. - [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=, rcdays=, rcseq=, uui=, calltypeid=5, CallContext:,,  
user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,, LEGID = null, DNIS = 2003,  
ANI = 1231234

1988: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9  
- Correlation ID routed call

1989: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 117 [IVR\_LEG] - Publishing ,, [ICM\_REQUEST\_INSTRUCTION],  
dialogueId=117, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,  
serviceId=2, uui=, correlationId=9000, location=, locationpkid=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,  
LEGID = , DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060

1990: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-173-ICM-707} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR\_LEG] - Processing ,,  
[ICM\_RUN\_SCRIPT\_REQ], dialogueId=117, sendSeqNo=1, invokedId=1,

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

Publishing RunScriptResult message: >>HEADERS:  
(JMSType)=MsgBus:SCRIPT\_RESULT >>BODY:  
callguid=FB18F53A1000013A7AF65C0B0A4244A9 floatingvars=>>HEADERS:  
(JMSType)=MsgBus:FLOATINGVARS >>BODY: user.microapp.error\_code=9  
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909000  
resultcode=false timezone=America/Los\_Angeles version=CVP\_9\_0  
calldate=Tue Nov 13 10:47:28 PST 2012 localOffset=-480 calllegid=  
requestid=1 >>STATE: isTabular=false isWriteable=true cursor=-1  
1992: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-179-ICM-708} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR\_LEG] - Processing ,,  
[MsgBus:SCRIPT\_RESULT], ssId=SYS\_IVR1, requestId=1, resultCode=false,  
ced=, CallContext:, user.microapp.error\_code: 9,, LEGID = ,  
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060  
1993: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-179-ICM-708} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR\_LEG] - Publishing ,,  
[ICM\_RUN\_SCRIPT\_RESULT], dialogueId=117, sendSeqNo=2, invokedId=1,  
resultCode=false, ced=, newTransaction=false, CallContext:,  
user.microapp.error\_code: 9,, LEGID = , DNIS = 12345678909000, ANI =  
sip:1231234@10.66.68.169:5060  
1994: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-180-ICM-709} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 117 [IVR\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=117,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID = , DNIS = 12345678909000,  
ANI = sip:1231234@10.66.68.169:5060  
1995: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-180-ICM-709} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 117 [IVR\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_IVR1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = , DNIS = 12345678909000,  
ANI = sip:1231234@10.66.68.169:5060  
1996: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-181-ICM-710} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 116 [SIP\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=116,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ., 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 =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ., 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 (JMSTimestamp)=  
Topic(CVP.ICM.CC.EVENT.SYS\_IVR1) (JMSTimestamp)=1352832448910 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=FB18F53A1000013A7AF65C0B0A4244A9 dnis=12345678909000 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
>>STATE: isTabular=false isWriteable=false cursor=-1  
1282: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=pool-1-thread-182-IVR-164} DisconnectTask:generateResponse:  
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000

DisconnectResponse generated - CallReleaseCode: 0

1283: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VXMLManager:generateVXML: CALLGUID=  
FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template  
'Disconnect.template' for client: 10.66.75.241 clientType: IOS

5753: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-183-SIP-4295} MessagingWorker:run: CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND] ICM Disconnecting  
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=1352832448910 (ServerID)  
=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=  
FB18F53A1000013A7AF65C0B0A4244A9 dnis=2003 causecode=0 timezone=America/Los\_  
Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. >>STATE: isTabular=false  
isWriteable=false cursor=-1

5754: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-183-SIP-4295} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=1352832448910 >>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 msec

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

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

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



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

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

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

    <object name="dummyobj" classid="builtin://com.cisco.callhandoff">
        <param name="return" expr="true" valuetype="data"/>
        <param name="app-uri" expr="'builtin://dummyobj'" valuetype=
"data"/>
        <prompt bargein="true" cisco-maxtime="0s" cisco-typeaheadflush=
"false" >

            <audio src="http://10.66.68.169:7000/CVP/en-
us/app/Welcome.wav" fetchtimeout="4s" />
        </prompt>
        <filled>
            <goto next="#TrySubmit"/>
        </filled>
    </object>
```

Nov 14 02:10:28.586:

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

## Анализ

Для аудио приглашений, которые будут играть для корректных местоположений, все необходимые переменные должны быть установлены должным образом. Существует немного переменных, которые способствуют URL аудио файл. Необходимо гарантировать, что независимо от того, что переменная установлена, использование тех CVP создает URL для аудио файл. Аудио файл должны быть доступными в том местоположении. Также важно определить, какой медиасервер используется. Существует Tomcat для сервера VXML, который слушает на порту 7000, Tomcat для Сервера вызовов, который слушает на порту 8000, а также информационном сервере интернета (IIS), который слушает на порту 80. В некоторых случаях у клиента мог бы быть другой веб-сервер, который может использоваться в качестве медиасервера. Важно, чтобы корректные переменные были установлены на ICM для создания корректного URL для медиа-файлов. Файлы должны быть в корректном местоположении на медиасервере также.

## URL сред для Сервера VXML является Неправильным

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

CorID=9008, VRUID=5000, RCID=5001

11:04:09:185 ra-rtr Trace: (130 x 9008 : 0 0) TransferConnect sent. Dialog pending.  
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) RequestInstr: CID=(150431,208), CallState=1  
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) Dialog transfer to VRU successful - now running script.  
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) Runscript sent. Dialog pending.  
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog handling script resp  
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) VRU script response had error.  
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog resuming (Script response received (error).) status (1)  
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) RouteComplete:  
11:04:10:381 ra-rtr Trace: Route: CID=(150431,208), Labels=0  
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog sending release call to VRU  
11:04:10:382 ra-rtr Trace: (130 131 9008 : 0 0) Dialog sending release call message to Routing Client ID(5001).  
11:04:10:382 ra-rtr Trace: (130 131 9008 : 0 0) Deleting Dialog.

6028: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4213719205-0268435770-0046575080-0172115113, Generated a new CVP-ID hdr : FB2840A51000013A02C6ADE80A4244A9

6029: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.5} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND]: Call is missing an RPID header. No survivability in use.

6030: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_SIP-7-PARAM: {Thrd=DATAI.5} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video: false m\_needs\_postcallsurvey:false

6031: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.5} NEW CALL with guid=FB2840A51000013A02C6ADE80A4244A9 legid=ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. dn=2003 ani=1231234 uui=null calldate=Tue Nov 13 11:04:10 PST 2012 video=false cachecallcontext = false is\_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null

6032: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL (JMSTimestamp)=1352833450149 >>BODY: replyto=true callguid=FB2840A51000013A02C6ADE80A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 11:04:10 PST 2012 calltypeid=4 localOffset=-480 calllegid=ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY. >>STATE: isTabular=false isWriteable=true cursor=-1

2282: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-448-ICM-825} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=,

locationpkid=, locationsiteid=, srcaddr=64.104.205.107,  
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,  
CallContext:, user.media.id: FB2840A51000013A02C6ADE80A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1  
2283: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9 - New call  
2284: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=130, sendSeqNo=1, trunkGroupId=100,  
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,  
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=, rcday=, rcseq=,  
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,  
user.media.id: FB2840A51000013A02C6ADE80A4244A9, user.cvp\_server\_info:  
10.66.68.169,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY.,  
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 =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., 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 =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., 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 =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND] Handling  
CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=  
Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352833450149  
(ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 floatingvars=  
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=  
[ , , , , , , , , ] user.microapp.app\_media\_lib=..  
user.microapp.media\_server=http://10.66.68.169:7000/CVP  
user.microapp.FromExtVXML=[null, null, null, null]  
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]  
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003  
correlationid=9008 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0

```
version=CVP_9_0 RouterCallKeyDay=150431 labeltype=-1 label=12345678909008
localOffset=-480 calllegid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY.
>>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 (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352833450664 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate= Tue Nov 13
11:04:10 PST 2012 label=12345678909008 localOffset=-480 eventid=4
calllegid=FB2840A51000013A02C6ADE80A4244A9-1352833450165150
>>STATE: isTabular=false isWriteable=true cursor=-1
```

2287: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=ANSWER,  
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234

2288: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=130, sendSeqNo=2, eventId=ANSWER,  
causeCode=NONE,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjZkZGI1NDY.,  
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 = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjZkZGI1NDY. - [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 =  
ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: with event  
type INV\_ACKED

6046: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-453-SIP-4408} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:  
Acked the invite.

1497: 10.66.68.169: Nov 13 2012 11:04:11.038 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=FB2840A51000013A02C6ADE80A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=PING, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=12345678909008,  
CALL\_LEGID=FB2840A51000013A02C6ADE80A4244A9-1352833450165150@10.66.68.169,  
CALL\_UUI=, VERSION=CVP\_9\_0\_1\_0\_0\_0\_634, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 }

1498: 10.66.68.169: Nov 13 2012 11:04:11.038 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:  
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template  
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS

1499: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=FB2840A51000013A02C6ADE80A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=CALL\_NEW, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=12345678909008,  
CALL\_UUI=, ERROR\_CODE=NONE(0), CALL\_ANI=sip:1231234@10.66.68.169:5060 }

1500: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallSession:addCall:  
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Added IVRCall ( DNIS=12345678909008  
client: 10.66.75.241) to CallSession at slot: 0

1501: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:  
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Publishing  
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW\_CALL >>BODY: replyto=true  
uui= callguid=FB2840A51000013A02C6ADE80A4244A9  
ani=sip:1231234@10.66.68.169:5060 dnis=12345678909008 timezone=America/  
Los\_Angeles mediatype=A version=CVP\_9\_0 calldate=Tue Nov 13 11:04:11 PST 2012  
location= calltypeid=5 localOffset=-480 calllegid= >>STATE: isTabular=false

```
isWriteable=true cursor=-1
2289: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, 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
(JMSDestination)=Topic(CVP.ICM.CC.REQ.SYS_IVR1)
(JMSTimestamp)=1352833451272 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:
CVP90.MsgBus001 >>BODY: ced= scriptconfiguration=
callguid=FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 ani=1231234
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.
ToExtVXML=[application=HelloWorld, null, null, null, null]
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909008
timezone=America/Los_Angeles RouterCallKeySequenceNumber=1
```

version=CVP\_9\_0 RouterCallKeyDay=150431 localOffset=-480  
switch\_leg\_dnis=2003 switch\_leg\_ani=1231234 calllegid=  
scriptid=GS,Server,V requestid=1 >>STATE: isTabular=false  
isWriteable=false cursor=-1  
1503: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} VXMLManager:generateVXML:  
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template  
'GetSpeech-External.template' for client: 10.66.75.241 clientType: IOS  
1504: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=FB2840A51000013A02C6ADE80A4244A9,  
MSG\_TYPE=CALL\_RESULT, CALL\_SEQ\_NUM=1, ERROR\_CODE=MEDIA\_FILE\_NOT\_FOUND(9) }  
1505: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP\_9\_0\_IVR-3-CALL\_ERROR:  
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 External VXML  
located at http://10.66.68.169:7000/CVP/en-us/./Server.vxml resulted in a  
bad fetch (Client: 10.66.75.241) [id:3023]  
1506: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP\_9\_0\_IVR-3-CALL\_ERROR:  
RunScript Error from 10.66.75.241 [MEDIA\_FILE\_NOT\_FOUND(9)] CALLGUID:  
FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 {VRUScriptName:  
'GS,Server,V' ConfigParam: ''} [id:3023]  
1507: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} CallMsgPublisher:sendRunScriptResult:  
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Publishing  
RunScriptResult message: >>HEADERS: (JMSType)=MsgBus:SCRIPT\_RESULT >>BODY:  
callguid=FB2840A51000013A02C6ADE80A4244A9 floatingvars=>>HEADERS:  
(JMSType)=MsgBus:FLOATINGVARS >>BODY: user.microapp.caller\_input=  
user.microapp.FromExtVXML=[, , , ] user.microapp.error\_code=9  
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909008  
resultcode=false timezone=America/Los\_Angeles version=CVP\_9\_0  
calldate=Tue Nov 13 11:04:11 PST 2012 localOffset=-480 calllegid=  
requestid=1 >>STATE: isTabular=false isWriteable=true cursor=-1  
2294: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-457-ICM-830} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 131 [IVR\_LEG] - Processing ,, [MsgBus:SCRIPT\_RESULT],  
ssId=SYS\_IVR1, requestId=1, resultCode=false, ced=, CallContext:,  
user.microapp.error\_code: 9,, LEGID = , DNIS = 12345678909008,  
ANI = sip:1231234@10.66.68.169:5060  
2295: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-457-ICM-830} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 131 [IVR\_LEG] - Publishing ,, [ICM\_RUN\_SCRIPT\_RESULT],  
dialogueId=131, sendSeqNo=2, invokedId=1, resultCode=false,  
ced=, newTransaction=false, CallContext:, user.microapp.error\_code: 9,,  
LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060  
2296: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-458-ICM-831} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 131 [IVR\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=131,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID = , DNIS = 12345678909008,  
ANI = sip:1231234@10.66.68.169:5060  
2297: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-458-ICM-831} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 131 [IVR\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_IVR1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = , DNIS = 12345678909008,  
ANI = sip:1231234@10.66.68.169:5060



2298: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-459-ICM-832} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 130 [SIP\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=130,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003, ANI = 1231234

2299: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-459-ICM-832} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 130 [SIP\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_SIP1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003, ANI = 1231234

1508: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=  
FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Received Call message :  
>>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=  
Topic(CVP.ICM.CC.EVENT.SYS\_IVR1) (JMSTimestamp)=1352833451350 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=  
FB2840A51000013A02C6ADE80A4244A9 dnis=12345678909008 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
>>STATE: isTabular=false isWriteable=false cursor=-1

1509: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=pool-1-thread-460-IVR-206} DisconnectTask:generateResponse:  
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008  
DisconnectResponse generated - CallReleaseCode: 0

1510: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:  
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template  
'Disconnect.template' for client: 10.66.75.241 clientType: IOS

6047: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4409} MessagingWorker:run: CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9 LEGID =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND] ICM Disconnecting  
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=  
Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352833451350 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=  
FB2840A51000013A02C6ADE80A4244A9 dnis=2003 causecode=0 timezone=America/  
Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>STATE: isTabular=false  
isWriteable=false cursor=-1

6048: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4409} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352833451350 >>BODY: callguid=  
FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=true  
causecode=1 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0  
version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13  
11:04:11 PST 2012 label=12345678909008 localOffset=-480 eventid=6  
calllegid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>STATE:  
isTabular=false isWriteable=true cursor=-1

6049: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4409} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9 LEGID =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND] DURATION (msecs)  
= 1201 - HANGUP with Call History12345678909008|-1;

6050: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4409} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]:  
Terminated with Q.850;cause=16  
6051: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4410} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:  
Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: with event type  
TERMINATED  
6052: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]  
DURATION (msecs) = 1185 - HANGUP with Call History  
6053: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:  
Terminated with Q.850;cause=16  
2300: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 130 [SIP\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_SIP1, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003,  
ANI = 1231234  
2301: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 130 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=130,  
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003,  
ANI = 1231234  
2302: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 130 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,  
201 msecs

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

Nov 14 02:27:10.794: HTTP/1.1 200 OK  
Server: Apache-Coyote/1.1

Content-Type: text/xml;charset=ISO-8859-1  
Transfer-Encoding: chunked  
Date: Tue, 13 Nov 2012 19:04:11 GMT  
Connection: close

GET /cvp/VBServlet?MSG\_TYPE=CALL\_NEW&CALL\_DNIS=12345678909008&CALL\_UII=  
&CALL\_ANI=sip:1231234@10.66.68.169:5060&RECOVERY\_VXML=flash:recovery.vxml&  
CLIENT\_TYPE=IOS&CALL\_ID=FB2840A51000013A02C6ADE80A4244A9&ERROR\_CODE=0 HTTP/1.1  
Host: 10.66.68.169:8000

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

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

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

Server: Apache-Coyote/1.1

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

Transfer-Encoding: chunked

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

Connection: close

Nov 14 02:27:11.042: body:

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

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

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

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

```

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

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

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

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

```

```

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

```

```

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

```

```
Nov 14 02:27:11.082: body:
Nov 14 02:27:11.082: <html><head><title>Apache Tomcat/5.5.31 -
Error report</title><style><!--H1 {font-family:Tahoma,Arial,sans-serif;
color:white;background-color:#525D76;font-size:22px;} H2 {font-family:
Tahoma,Arial,sans-serif;color:white;background-color:#525D76;font-size:16px;}
H3 {font-family:Tahoma,Arial,sans-serif;color:white;background-color:#525D76;
font-size:14px;} BODY {font-family:Tahoma,Arial,sans-serif;color:black;
background-color:white;} B {font-family:Tahoma,Arial,sans-serif;color:
white;background-color:#525D76;} P {font-family:Tahoma,Arial,sans-serif;
background:white;color:black;font-size:12px;}A {color : black;}A.name
{color : black;}HR {color : #525D76;}--></style> </head><body>
<h1>HTTP Status 404 - /CVP/Server.vxml</h1><HR size="1" noshade="noshade">
<p><b>type</b> Status report</p><p><b>message</b> <u>/CVP/Server.vxml</u></p>
<p><b>description</b> <u>The requested resource (/CVP/Server.vxml) is not
available.</u></p><HR size="1" noshade="noshade"><h3>Apache Tomcat/5.5.31</h3>
</body></html>
```

Nov 14 02:27:11.090:

```
Nov 14 02:27:11.094: //7471240//HTTPC:/httpc_write_stream: Client write
buffer fd(1):
```

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

## Анализ

Если сервер VXML находится в потоке вызовов, в ICM Переменная UsexVXMLParams должна быть установлена в "N". Если это - "not set", CVP добавляет Server.vxml до конца URL, который не существует. В результате сервер VXML возвращает 400 сообщений об ошибках, и шлюз VXML возвращает код ошибки 9, что означает неправильный URL.

## Проблема 7: SigDigit

### CVP не имеет никакого маршрута для Метки VRU после SigDigit Предв состоянии ожидания

```
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  
(JMSTDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352848286935  
>>BODY: replyto=true callguid=FC0AA4D71000013A61C2A4310A4244A9  
ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0  
pstntrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 15:11:26 PST 2012  
calltypeid=4 localOffset=-480 calllegid=  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.  
>>STATE: isTabular=false isWriteable=true cursor=-1

2424: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =  
FC0AA4D71000013A61C2A4310A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=, locationpkid=,  
locationsiteid=, srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,  
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:  
FC0AA4D71000013A61C2A4310A4244A9,, LEGID = null, DNIS = -1, ANI = -1

2425: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =  
FC0AA4D71000013A61C2A4310A4244A9 - New call

2426: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =

FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=139, sendSeqNo=1, trunkGroupId=100,  
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=  
callguid=FC0AA4D71000013A61C2A4310A4244A9, rckey=, rcday=, rcseq=,  
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,  
user.media.id: FC0AA4D71000013A61C2A4310A4244A9,  
user.cvp\_server\_info: 10.66.68.169,, LEGID =  
OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234  
2427: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-202-ICM-870} CALLGUID =  
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP\_LEG] - Processing ,,  
[ICM\_TEMPORARY\_CONNECT], dialogueId=139, sendSeqNo=1, label=1234567890,  
correlationId=9013, callguid=FC0AA4D71000013A61C2A4310A4244A9, rckey=214,  
rcday=150431,  
rcseq=0,CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.app\_media\_lib: .., user.microapp.media\_server:  
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:  
application=HelloWorld,, LEGID =  
OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234  
2428: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-202-ICM-870} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,  
DLGID = 139 [SIP\_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS\_SIP1,  
labelType=, label=1234567890, correlationId=9013, command=null,  
rckey=214, rcday=150431, rcseq=0, CallContext:,  
user.microapp.UseVXMLParams: N, user.microapp.app\_media\_lib: ..,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =  
OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,  
DNIS = 2003, ANI = 1231234  
6224: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-203-SIP-5076} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9  
LEGID = OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]  
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=  
Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352848286950 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=  
FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 floatingvars=>>HEADERS:  
(JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[, , , , , , , , , ]  
user.microapp.app\_media\_lib=.. user.microapp.media\_server=http://  
10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null]  
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]  
user.microapp.UseVXMLParams=N >>STATE: isTabular=false 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=OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.  
>>STATE: isTabular=false isWriteable=false cursor=-1  
6225: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-203-SIP-5076} Prepending SigDigits to label: 606 +  
12345678909013  
6226: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-3-SIP\_  
ERROR\_SNMP: B2BUA is not configured with a route for making calls to  
[60612345678909013].Please add this route. [id:5010]

6227: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR:  
CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:  
Destination URL is null, cannot make the transfer. [id:5004]

6228: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-203-SIP-5076} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352848286950 >>BODY: callguid=  
FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 RouterCallKeySent=false  
causecode=0 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0  
version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150431 calldate=  
Tue Nov 13 15:11:26 PST 2012 label=12345678909013 localOffset=-480 eventid=1  
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.  
>>STATE: isTabular=false isWriteable=true cursor=-1

6229: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-203-SIP-5076} CALLGUID =  
FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:  
Waiting 2000 millisecs before terminating.

2429: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-209-ICM-871} CALLGUID =  
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP\_LEG] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=CONNECT\_FAILURE,  
causeCode=NONE,, LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003,  
ANI = 1231234

2430: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-209-ICM-871} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,  
DLGID = 139 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=139,  
sendSeqNo=2, eventId=CONNECT\_FAILURE, causeCode=NONE,, LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234

2431: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-208-ICM-872} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,  
DLGID = 139 [SIP\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=139,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234

2432: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-208-ICM-872} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,  
DLGID = 139 [SIP\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_SIP1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,  
DNIS = 2003, ANI = 1231234

6230: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-210-SIP-5077} MessagingWorker:run: CALLGUID =  
FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND] ICM Disconnecting  
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=  
Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352848286966 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=FC0AA4D71000013A61C2A4310A4244A9 dnis=2003 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480  
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.  
>>STATE: isTabular=false isWriteable=false cursor=-1



```

6231: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-210-SIP-5077} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352848286966 >>BODY: callguid=FC0AA4D71000013A61C2A4310A4244A9
RouterCallKey=214 RouterCallKeySent=true causecode=1 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150431 calldate=Tue Nov 13 15:11:26 PST 2012
label=12345678909013 localOffset=-480 eventid=6 calllegid=
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. >>STATE: isTabular=false
isWriteable=true cursor=-1
2433: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003,
ANI = 1231234
2434: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=139, sendSeqNo=3, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2435: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
31 msec
2436: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 31 msec

```

## Анализ

Когда SigDigit используется, CVP предварительно ожидает SigDigit для всех исходящих вызовов от CVP, прежде чем это будет искать маршрут. Если статический маршрут используется, CVP должен иметь статический маршрут метки VRU, снабженной префиксом SigDigit. То же истинно для номера обратного вызова, а также маршрутов номера Расширения агента. Если прокси используется вместо этого, прокси должен иметь маршрут для метки VRU и номера обратного вызова, а также расширения агента со снабженным префиксом SigDigits.

## Проблема 8: Приложение шлюза VXML не Настроено для 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 pstnrtrkgrpsrcip=64.104.205.107 calldate= Tue Nov 13 15:20:34 PST 2012 calltypeid=4 localOffset=-480

calllegid=NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. >>STATE:  
isTabular=false isWriteable=true cursor=-1  
2476: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-321-ICM-883} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_SIP1,  
mediaType=, location=, locationpkid=, locationsiteid=,  
srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,  
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:  
FC13003B1000013A3987472D0A4244A9,, LEGID = null, DNIS = -1, ANI = -1  
2477: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-321-ICM-883} CALLGUID =  
FC13003B1000013A3987472D0A4244A9 - New call  
2478: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-321-ICM-883} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 141 [SIP\_LEG] - Publishing ,, [ICM\_NEW\_CALL], dialogueId=141,  
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,  
dialedNumber=2003, uui=, callguid=FC13003B1000013A3987472D0A4244A9,  
rckey=, rcday=, rcseq=, location=, locationpkid=,  
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, CallContext:, user.media.id:  
FC13003B1000013A3987472D0A4244A9, user.cvp\_server\_info: 10.66.68.169,,  
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234  
2479: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-322-ICM-884} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 141 [SIP\_LEG] - Processing ,, [ICM\_TEMPORARY\_CONNECT],  
dialogueId=141, sendSeqNo=1, label=1234567890, correlationId=9015,  
callguid=FC13003B1000013A3987472D0A4244A9, rckey=216, rcday=150431,  
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.app\_media\_lib: .., user.microapp.media\_server:  
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:  
application=HelloWorld,, LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk.,  
DNIS = 2003, ANI = 1231234  
2480: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-322-ICM-884} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 141 [SIP\_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS\_SIP1,  
labelType=, label=1234567890, correlationId=9015, command=null,  
rckey=216, rcday=150431, rcseq=0, CallContext:,  
user.microapp.UseVXMLParams: N, user.microapp.app\_media\_lib: ..,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =  
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234  
6330: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-324-SIP-5140} CALLGUID = FC13003B1000013A3987472D0A4244A9  
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND] Handling

```
CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=Topic
(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352848834619 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FC13003B1000013A3987472D0A4244A9 RouterCallKey=216 floatingvars=>>
HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[, , , , , , , , ]
user.microapp.app_media_lib=.. user.microapp.media_server=
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false 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 =  
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Updated by :  
CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =  
FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]: with  
event type INV\_ACCEPTED  
6340: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-325-SIP-5141} CALLGUID =  
FC13003B1000013A3987472D0A4244A9 LEGID =  
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Send the 200  
OK back to caller with SDP of this dialog.  
6341: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-325-SIP-5141} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352848834635 >>BODY: callguid=  
FC13003B1000013A3987472D0A4244A9 RouterCallKey=216 RouterCallKeySent=  
false causecode=0 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0  
version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13  
15:20:34 PST 2012 label=12345678909015 localOffset=-480 eventid=4  
calllegid=FC13003B1000013A3987472D0A4244A9-1352848834619155  
>>STATE: isTabular=false isWriteable=true cursor=-1  
2481: 10.66.68.169: Nov 13 2012 15:20:34.651 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-326-ICM-885} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_SIP1, eventId=ANSWER, causeCode=NONE,, LEGID = null,  
DNIS = 2003, ANI = 1231234  
2482: 10.66.68.169: Nov 13 2012 15:20:34.651 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-326-ICM-885} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 141 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=141,  
sendSeqNo=2, eventId=ANSWER, causeCode=NONE,, LEGID =  
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234  
6342: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9  
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. -  
[INBOUND]: DsSipInviteDialog ack'ed  
6343: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-327-SIP-5142} CALLGUID = FC13003B1000013A3987472D0A4244A9  
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:  
Updated by : CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =  
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: with event  
type INV\_ACKED  
6344: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-327-SIP-5142} CALLGUID = FC13003B1000013A3987472D0A4244A9  
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:  
Acked the invite.

1716: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=FC13003B1000013A3987472D0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=PING, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=  
60612345678909015, CALL\_LEGID=FC13003B1000013A3987472D0A4244A9-  
1352848834619155@10.66.68.169, CALL\_UII=, VERSION=CVP\_9\_0\_1\_0\_0\_0\_634,  
ERROR\_CODE=NONE(0), CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
1717: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 Generated VXML from template  
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS  
1718: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=FC13003B1000013A3987472D0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=CALL\_NEW, RECOVERY\_VXML=flash:recovery.vxml,  
CALL\_DNIS=60612345678909015, CALL\_UII=, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
1719: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallSession:addCall:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 Added IVRCall  
( DNIS=60612345678909015 client: 10.66.75.241) to CallSession at slot: 0  
1720: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015  
Publishing NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
>>BODY: replyto=true uui= callguid=FC13003B1000013A3987472D0A4244A9  
ani=sip:1231234@10.66.68.169:5060 dnis=60612345678909015  
timezone=America/Los\_Angeles mediatype=A version=CVP\_9\_0  
calldate=Tue Nov 13 15:20:36 PST 2012 location= calltypeid=5  
localOffset=-480 calllegid= >>STATE: isTabular=false isWriteable=true  
cursor=-1  
2483: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_IVR1,  
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,  
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,  
user.media.id: FC13003B1000013A3987472D0A4244A9,, LEGID = null,  
DNIS = 2003, ANI = 1231234  
2484: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-328-ICM-886} CALLGUID =  
FC13003B1000013A3987472D0A4244A9 - Correlation ID routed call  
2485: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Publishing ,, [ICM\_REQUEST\_INSTRUCTION],

dialogueId=142, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,  
serviceId=2, uui=, correlationId=8909015, location=, locationpkid=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,  
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060  
2486: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Processing ,, [ICM\_DIALOGUE\_FAILURE\_EVENT],  
dialogueId=142, sendSeqNo=1, errorCode = E\_UNSPECIFIED\_FAILURE,,  
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060  
2487: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Publishing ,, [MsgBus:DIALOGUE\_FAILURE],  
ssId=SYS\_IVR1, errorCode=E\_UNSPECIFIED\_FAILURE,, LEGID = , DNIS =  
60612345678909015, ANI = sip:1231234@10.66.68.169:5060  
1721: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=  
FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015 Received Call  
message : >>HEADERS: (JMSType)=MsgBus:DIALOGUE\_FAILURE (JMSDestination)=  
Topic(CVP.ICM.CC.EVENT.SYS\_IVR1) (JMSTimestamp)=1352848836164 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=  
FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015 errorcode=15  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
>>STATE: isTabular=false isWriteable=false cursor=-1  
1722: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=pool-1-thread-330-IVR-214} DialogFailureTask:generateResponse:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 ErrorResponse generated -  
StatusCode: 15  
1723: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-3-CALL\_ERROR:  
Removing CALLGUID: FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015  
due to exception in CallNewHandler. (Client: 10.66.75.241) Received ICM  
DialogFailure response for new call request. DialogFailure StatusCode: 15  
HTTP req: { CALL\_ID=FC13003B1000013A3987472D0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=CALL\_NEW, RECOVERY\_VXML=flash:recovery.vxml,  
CALL\_DNIS=60612345678909015, CALL\_UUI=, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 } [id:3023]  
1724: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallSession:removeCallByDNIS:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 Removed IVRCall from CallSession  
( DNIS=60612345678909015 eventId: 6 causeCode: 1). Removed from slot: 0  
1725: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallMsgPublisher:sendCallStateEvent:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015  
Publishing CallStateEvent message: >>HEADERS: (JMSType)=MsgBus:CALL\_STATE\_EVENT  
>>BODY: callguid=FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015  
RouterCallKeySent=false causecode=1 timezone=America/Los\_Angeles

version=CVP\_9\_0 calldate=Tue Nov 13 15:20:36 PST 2012 localOffset=-480  
calllegid= eventid=6 >>STATE: isTabular=false isWriteable=true cursor=-1  
1726: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} IVRSubSystem:checkInLicense: Released license  
for call: FC13003B1000013A3987472D0A4244A9 - PortCheckinStatus=  
PORT\_CHECKIN\_OK\_PORT\_STILL\_IN\_USE  
2488: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_IVR1, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060  
2489: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT],  
dialogueId=142, sendSeqNo=2, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = , DNIS = 60612345678909015,  
ANI = sip:1231234@10.66.68.169:5060  
2490: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,  
545 msec  
6345: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9  
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]  
DURATION (msecs) = 2138 - DIALOG TERMINATED. Reason: Q.850;cause=16  
  
6346: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-332-SIP-5143} CALLGUID =  
FC13003B1000013A3987472D0A4244A9 LEGID =  
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Updated by :  
CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =  
FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:  
with event type TERMINATED  
6347: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9  
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Waiting  
2000 millisecs before terminating.  
6348: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-332-SIP-5144} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=1352848838769 >>BODY: callguid=FC13003B1000013A3987472D0A4244A9  
RouterCallKey=216 RouterCallKeySent=true causecode=13  
timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13 15:20:38 PST 2012  
label=12345678909015 localOffset=-480 eventid=6 calllegid=



NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. >>STATE: isTabular=false  
isWriteable=true cursor=-1  
6349: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9  
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND] DURATION  
(msecs) = 4150 - HANGUP with Call History12345678909015|-1;  
2491: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 141 [SIP\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_SIP1, eventId=DISCONNECT, causeCode=CALLED\_PARTY\_DISCONNECTED,,  
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003,  
ANI = 1231234  
2492: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 141 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=141,  
sendSeqNo=3, eventId=DISCONNECT, causeCode=CALLED\_PARTY\_DISCONNECTED,,  
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003,  
ANI = 1231234  
2493: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 141 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 4 secs,  
150 msecs  
2494: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-334-ICM-889} CALLGUID =  
FC13003B1000013A3987472D0A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,  
4 secs, 150 msecs  
2495: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-334-ICM-889} ICMCallController:addToPostCallSurveyCallMap:  
CALLGUID = FC13003B1000013A3987472D0A4244A9 - Call will not be cached for  
post call survey  
6350: 10.66.68.169: Nov 13 2012 15:20:40.781 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9  
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]:  
Terminated with Q.850;cause=16

Nov 14 06:43:34.433: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:  
Received:  
INVITE sip:60612345678909015@10.66.75.241;transport=tcp SIP/2.0  
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKqENBfGhCcJHHe9DrxXkw~~1082  
Max-Forwards: 69  
To: <sip:60612345678909015@10.66.75.241;transport=tcp>  
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88  
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169  
CSeq: 1 INVITE  
Content-Length: 217

Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>  
Expires: 60  
User-Agent: CVP 9.0 (1) Build-634  
Allow: INVITE, ACK, CANCEL, OPTIONS, BYE, REFER, NOTIFY, MESSAGE, SUBSCRIBE, INFO  
Cisco-Guid: 4229103675-0268435770-0965166893-0172115113  
Cisco-Gucid: FC13003B1000013A3987472D0A4244A9  
Supported: replaces  
Content-Type: application/sdp  
App-Info: <10.66.68.169:8000:8443>

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

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

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

Allow-Events: kpml, telephone-event  
Contact: <sip:60612345678909015@10.66.75.241:5060;transport=tcp>  
Supported: replaces  
Supported: sdp-anat  
Server: Cisco-SIPGateway/IOS-12.x  
Supported: timer  
Content-Type: application/sdp  
Content-Disposition: session;handling=required  
Content-Length: 179

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

Nov 14 06:43:34.505: //7471254//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=z9hG4bKMKqQENBfGhCcJHHe9DrxXkw~~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

## Анализ

Если SigDigit используется, и CVP должным образом настроил маршрут для него, вызов поступает в шлюз VXML с DNIS как SigDigits + метка VRU + ID Корреляции. В дополнение к "входящему вызываемому номеру" точки вызова, который должен совпасть с вышеупомянутой комбинацией, начальная загрузка также должна быть настроена с SigDigit. Если это не настроено, когда шлюз VXML передает Новый запрос HTTP Вызова к CVP, это не разделяет цифры, таким образом, CVP передает неправильный ID корреляции на основе "Макса - длины DNIS" к ICM. Поэтому вызов в конечном счете отказывает.

## Проблема 9: CallManager заставляет Неправильную Метку VRU Передавать

```
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.

## Анализ

В то время как PG CVP нужно было настроить сеть VRU, PG CUCM нельзя было настраивать сеть VRU. Если это настроено, ICM предполагает, что это может поддерживать ID корреляции, который не делает CUCM. В результате, когда Шлюз JТарі (JGW) получает сообщение, это только получает метку VRU, не добавленный ID корреляции. Сбои вызова. Однако, если никакая сеть VRU не настроена, JGW получает маршрут, поскольку "VRU маркируют + ID Корреляции".

## Проблема 10: CallManager не Предварительно ожидает SigDigit к Метке VRU

16:03:52:377 ra-rtr Trace: (65558 x 0 : 0 0) NewCall: CID=(150431,225),  
DN=2002, ANI=1753, CED=, RCID=5000, MRDID=1, CallAtVRU=0, OpCode=0

16:03:52:377 ra-rtr Trace: (65558 x 0 : 0 0) Correlation id for dialog  
is (9026).

16:03:52:377 ra-rtr Trace: (65558 x 9026 : 0 0) TransferToVRU:  
Label=9876543210, CorID=9026, VRUID=5000, RCID=5000

16:03:52:377 ra-rtr Trace: (65558 x 9026 : 0 0) TransferConnect sent.  
Dialog pending.

16:03:52:406 ra-rtr Trace: Dialog (150) has a correlation id (6 6)  
that is unknown.

16:03:52:406 ra-rtr Trace: For message (14) from routing client CVPRC  
(ID 5001) could not find dialog id (6).

16:03:52:406 ra-rtr Trace: Router sending dialog fail reason (11) for  
dialog (150).

16:03:52:736 PG1A-jgw1 Trace: new MyCID: 83

16:03:52:736 PG1A-jgw1 Trace: handleConnCreated: Setting Unique ID:  
000000000007188F01DA492C00000000 to Mycall object

16:03:52:736 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242255 (465039/1)  
Addr: 2002 CurCalling: 1753 CurCallingURLType: URL\_TYPE\_UNKNOWN  
CurCalled: 2002 CurCalledURLType: URL\_TYPE\_UNKNOWN Calling: 1753  
Called: 2002 Cause: NORMAL

16:03:52:736 PG1A-jgw1 Trace: MyConnection() address:2002 type:INTERNAL

16:03:52:736 PG1A-jgw1 Trace: handleConnCreated::new MyDestMyConnection()  
MyConn: GenID: 172 IDVal: 31082796 Dev: 2002/0 Ext: 2002 DevTgStr: Addr:  
2002 State: INPROGRESS CCState: OFFERED prevCCState: UNKNOWN loggedIn: N

16:03:52:736 PG1A-jgw1 Trace: CallCtlConnOfferedEv CID: 17242255 Addr: 2002  
Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL

16:03:52:736 PG1A-jgw1 Trace: handleCallCtlConnOffered CID: 17242255  
Connections created in a reverse order

16:03:52:736 PG1A-jgw1 Trace: handleCallCtlConnOffered CID: 17242255 set  
myDestConnection

16:03:52:736 PG1A-jgw1 Trace: After setting DevTgDevStrMyConn: GenID: 172  
IDVal: 31082796 Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State:  
INPROGRESS CCState: OFFERED prevCCState: DIALING loggedIn: N

16:03:52:736 PG1A-jgw1 Trace: MyConn: GenID: 172 IDVal: 31082796  
Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State: INPROGRESS  
CCState: OFFERED prevCCState: DIALING loggedIn: N

16:03:52:736 PG1A-jgw1 Trace: handleConnCreated: Setting Unique ID:  
000000000007188F01DA492C00000000 to Mycall object

16:03:52:736 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242255 (465039/1)  
Addr: 1753 CurCalling: 1753 CurCallingURLType: URL\_TYPE\_UNKNOWN  
CurCalled: 2002 CurCalledURLType: URL\_TYPE\_UNKNOWN Calling: 1753  
Called: 2002 Cause: NORMAL

16:03:52:736 PG1A-jgw1 Trace: MyConnection() address:1753 type:INTERNAL

16:03:52:736 PG1A-jgw1 Trace: handleConnCreated::new  
CallingAddrMyConnection() MyConn: GenID: 173 IDVal: 0 Dev: 1753/0  
Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED  
prevCCState: UNKNOWN loggedIn: N

16:03:52:736 PG1A-jgw1 Trace: handleConnCreated CID: 17242255 set  
mySourceConnection

16:03:52:736 PG1A-jgw1 Trace: CallCtlConnEstablishedEv CID: 17242255  
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL

16:03:52:736 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0  
Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED  
prevCCState: ESTABLISHED loggedIn: N

16:03:52:737 PG1A-jgw1 Trace: RouteEvent State: ROUTE Cause: NO\_ERROR  
SessRteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15  
CurrRteAddr: 2002 Algorithm: SELECT\_NORMAL SetupInfo None

16:03:52:737 PG1A-jgw1 Trace: myCall getCallingAddressPI true

16:03:52:737 PG1A-jgw1 Trace: Sending originate before confirmation



CID: 17242255 after 1 milsecs  
16:03:52:737 PG1A-jgw1 Trace: MsgRouteRequest: CID: 17242255 XRefID: 2  
ConnDevID: 1753/0 CallingDev: 1753 CurrentRoute: 2002  
UniqueID: 000000000007188F01DA492C00000000  
16:03:52:743 PG1A-jgw1 Trace: MsgRouteSelect: XRefID: 2  
RouteSelected: 98765432109026  
16:03:52:743 PG1A-jgw1 Trace: Calling selectRoute[CRefID: 2]  
(98765432109026, DEFAULT\_SEARCH\_SPACE) ...  
16:03:52:773 PG1A-jgw1 Trace: RouteUsedEvent State: ROUTE\_USED XRefID: 2  
Cause: NO\_ERROR RteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15  
Domain: FALSE RteUsedAddr: 98765432109026  
16:03:52:773 PG1A-jgw1 Trace: RouteEndEvent State: ROUTE\_END XRefID: 2  
Cause: NO\_ERROR RteAddr: 2002  
16:03:52:773 PG1A-jgw1 Trace: MsgRouteEndEvent: XRefID: 2 ErrorValue: 0  
16:03:52:773 PG1A-jgw1 Trace: selectRoute[CRefID: 2](98765432109026,  
DEFAULT\_SEARCH\_SPACE) returned in 30 milsecs  
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255  
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN  
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED  
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0  
Ext: 1753 DevTgStr: Addr: 1753 State: DISCONNECTED CCState: DISCONNECTED  
prevCCState: ESTABLISHED loggedIn: N  
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255  
Addr: 2002 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN  
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED  
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 172 IDVal: 31082796 Dev: 2002/0  
Ext: 2002 DevTgStr: 1753 Addr: 2002 State: DISCONNECTED CCState: DISCONNECTED  
prevCCState: DIALING loggedIn: N  
16:03:52:775 PG1A-jgw1 Trace: CallInvalidEv CID: 17242255 CiscoCause: UNKNOWN  
MetaCode: META\_CALL\_ENDING CiscoFeatureReason: REASON\_REDIRECT  
16:03:52:775 PG1A-jgw1 Trace: MsgCallCleared: CID: 17242255 ConnDevID: /0  
LocConnInfo: -1 Cause: 1015 Unique ID: 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  
(JMSTDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352851432269  
>>BODY: replyto=true callguid=60A95500000100000000022A344420A  
ani=1753 dnis=65432109026 timezone=America/Los\_Angeles  
version=CVP\_9\_0 pstntrkgrpsrcip=10.66.68.163 calldate=  
Tue Nov 13 16:03:52 PST 2012 calltypeid=4 localOffset=-480  
calllegid=60a95500-a314dfb-22-a344420a >>STATE: isTabular=false  
isWriteable=true cursor=-1  
2610: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A95500000100000000022A344420A,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_SIP1,  
mediaType=, location=, locationpkid=, locationsiteid=,  
srcaddr=10.66.68.163, pstntrunkgroupid=10.66.68.163 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=,  
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:  
60A95500000100000000022A344420A,, LEGID = null, DNIS = -1, ANI = -1  
2611: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A95500000100000000022A344420A  
- Correlation ID routed call  
2612: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A95500000100000000022A344420A,  
DLGID = 150 [SIP\_LEG\_PRERTE\_CORRID] - Publishing ,,  
[ICM\_REQUEST\_INSTRUCTION], dialogueId=150, sendSeqNo=1,  
trunkGroupId=200, trunkNumber=0, serviceId=2, uui=,  
correlationId=6, location=, locationpkid=, pstntrunkgroupid=  
10.66.68.163 , pstntrunkgroupchannelnum=2147483647, sipheader=,,  
LEGID = 60a95500-a314dfb-22-a344420a, DNIS = 65432109026, ANI = 1753  
2613: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-85-ICM-925} CALLGUID = 60A95500000100000000022A344420A,  
DLGID = 150 [SIP\_LEG\_PRERTE\_CORRID] - Processing ,,  
[ICM\_DIALOGUE\_FAILURE\_EVENT], dialogueId=150, sendSeqNo=1,

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

## Анализ

Если CVP настроен для SigDigit, он разделяет много цифр от вызываемого номера. Когда CUCM передает вызов с "меткой VRU + ID Корреляции", CVP разделяет некоторые цифры с начала. Результат - то, что неправильный ID корреляции передается ICM. В этом случае ICM передает метку 9876543210 VRU и ID 9026 Корреляции. CUCM передает вызов к CVP как 98765432109026. CVP настроен для SigDigit = 3. CVP вынимает 987 как SigDigit. Затем это разделяет метку VRU и ID Корреляции на основе максимальной длины DNIS, который равняется 10. Из 65432109026, ID Корреляции становится 6, который является тем, что CVP передает к ICM. И как ожидалось, ICM возвращает неизвестный ID 6 корреляции и испытывает таймаут для ID 9026 корреляции. В этом случае шаблон маршрута CUCM должен снабдить префиксом SigDigit (в этом случае 606) к маршруту метки VRU к CVP.

## Заключение

Могло бы казаться трудным время от времени устранить неполадки, "Передают к VRU" или "Выполненному Сценарию Ext", но может быть легко, если придерживается правильный подход. Из-за зависимости от составных приложений, это могло бы потребовать, чтобы вы прошли журналы/трассировки от составных устройств. Вот логические шаги для придерживаний:

1. Запустите с журналов маршрутизатора. Определите, назначил ли маршрутизатор уровень VRU и/или сценарий VRU работать.
2. Проверьте журналы CVP, чтобы определить, как далеко в поток сообщений вызов.

Эти два шага дают, предоставляют очень хорошее понимание состояния вызова и ведут вас к следующему шагу, который является, отладить ли шлюз VXML Cisco IOS®, сервер VXML, и так далее.