

# CVP “对VRU”和“运行的Ext脚本”失败的发送

## 简介

本文描述“对VRU”和“运行Ext脚本”失败的发送。采取的方法呼叫Predictive Troubleshooting。使用预测故障排除，您根据日志的意识到问题，相关行为，和多么最佳寻址它。

在Customer Voice Portal (CVP)部署，“发送对VRU”或“运行的Ext脚本”节点的呼叫失败非常普通。即使它是在智能联络管理(ICM)的单个节点，有在CVP、语音XML的大量信令事件(VXML)网关和VXML服务器需要发生。有必须正确地配置一定数量的地方。多数失败发生由于误配置或一失败在ICM外面。一旦熟悉多数常见配置问题和失败设备的，排除故障真正的问题在生产网络是更加容易的。

## 网络图

“对VRU”并且/或者“运行的Ext脚本的”发送与CVP

## “对VRU”或“运行的Ext脚本”节点的背景发送

当呼叫在ICM到达通过CVP、Cisco Unified Communications Manager (CUCM)或所有其他外围网关(PG)，ICM也许需要语音应答单元(VRU)处理播放通告和收集用户输入。为了执行如此，ICM需要首先发送呼叫到网络VRU。仅网络VRU能显示通告和收集用户输入。因此，如果呼叫从Public Switched Telephony Network (PSTN)到达对ICM通过CVP或CUCM，ICM需要使用“对VRU的发送”节点发送呼叫到网络VRU。有有对VRU的隐式“发送”的一些节点，例如“运行的Ext对技能组的脚本”或“队列”。一旦呼叫到达在网络VRU，ICM然后执行“运行外部脚本”节点。

## ICM如何识别哪个VRU使用

当ICM收到从CVP路由客户端时的一呼叫，并且，如果呼叫需要被发送到网络VRU，ICM寻找为呼叫号码配置的用户实例。一旦用户实例识别，ICM使用配置的网络VRU该用户实例。然后ICM查找路由客户端的标签该网络VRU的。与相关性ID一起，ICM发送VRU标签给CVP路由客户端。当用户实例没有配置时，必须配置默认网络VRU。而是作为最佳实践，在呼叫号码应该总是定义用户实例。

## 梯子图表

呼叫流更改取决于呼叫产生并且到达对ICM的地方。它也取决于用于呼叫的信令协议。根据那，这不同的梯子图表：

1. 会话初始化协议(SIP) - PSTN网关发送呼叫对CVP和CVP发送对ICM
2. SIP - CUCM发送呼叫对ICM和转移到CVP

## SIP - PSTN网关发送呼叫对CVP，并且CVP发送对ICM

1. 入口网关发送邀请对CVP。
2. CVP返回与100尝试。
3. CVP确定它是否是一新的呼叫或VRU呼叫。它检查数字号码识别服务(DNIS)长度。如果DNIS长度是小于或等于在ICM子系统”定义的“最大值位， CVP知道它是一新的呼叫。
4. CVP发送NEW\_CALL请求对ICM。
5. 一旦ICM PG转换NEW\_CALL对路由请求并且发送到ICM路由器：
  - ICM路由器设法匹配路由请求DNIS用呼叫号码。
  - 一旦呼叫号码匹配， ICM映射它对呼叫类型。
  - 一旦呼叫类型匹配，被映射对脚本。如果安排脚本当前运行， ICM路由器执行脚本。
  - 一旦脚本点击“对VRU”或“运行Ext脚本”节点的发送， ICM需要发送呼叫到VRU。它设法查找正确网络VRU。
  - 凭呼叫号码， ICM寻找哪客户此呼叫号码属于。
  - 一旦寻找客户， ICM查找将使用哪个网络VRU。
  - ICM路由器选择为CVP RC定义的标签并且生成相关性ID。
6. CVP获得标签9999999999和相关性ID 10。它结合它并且寻找路由。因为没有使用代理，它是静态路由定义在SIP下。
7. CVP发送999999999910呼叫到VXML网关。
8. 在VXML网关上， 999999999910匹配有bootstrap.tcl作为应用程序调用的dial-peer。
9. VXML网关接受呼叫并且发送200 OK对CVP。
10. CVP返回对入口网关的OK与获取设备设置的200 (SDP)复制从VXML网关的200 OK。
11. 入口网关发送ACK对CVP。呼叫的入站段的处理当前完成。
12. CVP发送ACK到VXML网关。有从属关系在这里。如果入站段ACK没有接收， CVP不发送ACK到VXML网关。
13. 同时，在VXML网关启动应用程序解压缩SIP报头发现此呼叫何处来自。它使用此信息发送HTTP请求到CVP。
14. VXML网关传送HTTP PING信息对SIP呼叫来的同样CVP。
15. CVP交互语音应答(IVR)子系统回应200 OK。
16. VXML网关当前发送NEW\_CALL HTTP请求对与DNIS=999999999910的CVP。
17. 因为DNIS是极大的，“最大位”在(定义是10)的CVP。CVP知道它是返回呼叫的VRU，因此拆分标签和相关性ID并且发送REQUEST说明对CVP用标签= 9999999999，相关性ID=10。
18. 基于相关性ID=10， ICM知道哪些在哪个节点的脚本呼叫等待。因此是“运行的Ext脚本”的它继续执行下一步。它发送“RUN\_SCRIPT\_REQ”作为PM，欢迎与其他纠错码(ECC)变量一起。
19. 使用使用ECC变量和RUN\_SCRIPT\_REQ说明， CVP IVR子系统建立VXML文档并且退还作为200 OK。
20. VXML网关接收200好并且确定哪波形文件播放和从的地方。
21. 它检查其缓存，文件不存在，因此发送HTTP请求到文件的Web服务器。
22. Web服务器发送200 OK用音频文件。
23. VXML网关发送音频文件作为路由表协议(RTP)到入口网关。
24. 一旦VXML网关播放文件，发送另一个HTTP请求对与CALL\_RESULT的CVP，ERROR\_CODE=0。
25. CVP发送“RUN\_SCRIPT\_RESULT”对与ERROR\_CODE=0的ICM。
26. ICM通过“运行Ext脚本”节点的成功分组跟随并且去“对技能组的队列”。
27. 现在， ICM需要断开连接VRU段。ICM在VRU段的所以发送断开。
28. 同时， ICM发送连接标签2001年到交换机段。
29. CVP发送200 OK对VXML网关断开连接的HTTP请求。

30. 同时， CVP发送在SIP段的BYE到VXML网关。
31. 一旦BYE发送到VXML网关， CVP发送路由到VXML网关根据拨号方案配置的SIP邀请到91919191。
32. 一旦CVP接收200从VXML网关的OK 91919191呼叫的，发送关于邀请回到入站段/入口网关。
33. 入口网关发送200新的reinvite的OK。
34. CVP发送ACK到入口网关以及VXML网关。
35. RTP路径建立在入口网关和VXML网关和客户之间能听到回铃。
36. 现在CVP在2001年发送SIP邀请对CUCM。
37. CUCM发送100尝试和180敲响的事件。CVP不执行什么与180敲响的消息。
38. 一旦代理程序应答呼叫， CUCM发送200 OK。
39. 这触发在CVP的多个事件。
40. CVP发送BYE到91919191 VXML回铃段。CVP送回reinvite到入口网关为了更换音频路径到电话。
41. 入口网关发送200在新的reinvite的OK。
42. 对入口网关以及CUCM的CVP发送ACK。
43. 现在，音频设立在入口网关和IP电话之间。

## 配置

### PSTN网关配置

### CVP配置

“最大长度DNIS”必须匹配VRU标签的长度。

CVP必须有本地路由或代理VRU标签的。如果“对创建人的发送”配置， CVP使用入口网关作为VXML网关。

### ICM 配置

呼叫号码必须有一相关的客户。推荐有为呼叫类型关联的客户。

必须关联用户实例与网络VRU。

CVP PG/Routing客户端必须安排网络VRU关联。

必须配置类型10网络VRU。所有CVP PG必须有被添加的标签。标签长度必须匹配在CVP的“最大长度DNIS”配置。

必须关联网络VRU脚本与网络VRU。

### VXML网关配置

必须配置工具指令语言(TCL)应用程序。必须关联适当应用程序与dial-peer。必须配置“报头通过”。在启动应用程序必须配置Cvphost。

# 排除故障

因为本文解释如何排除故障“对VRU的发送”并且/或者“请运行Ext脚本”问题，假设，从PSTN的呼叫已经在ICM，并且ICM点击“对VRU的发送”节点。跟随的方法将调查能出错和学习结果的每个步骤呼叫流，并且如何应该查找。这些详细信息用于实验室。

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

## 问题1 : ICM不能查找VRU标签

### 在呼叫号码定义的没有客户

```
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  
(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 (JMSTimestamp)=1352666462018  
(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.

## 分析

ICM choses根据呼叫号码的用户实例的网络VRU。如果呼叫号码没有用户实例，ICM不能查找呼叫的任何网络VRU标签。ICM对CVP的发送"版本"。

## 不“在客户”定义的网络VRU

```
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.
```

## 分析

一旦ICM查找从呼叫号码的有效用户实例，寻找在该ICM实例的网络VRU。如果网络VRU没有定义，ICM不能查找网络VRU标签。ICM对CVP的发送"版本"。

## 路由客户端的没有VRU标签

```
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  
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666843610 >>BODY:  
replyto=true callguid=F13A09DA1000013A42BE23A20A4244A9 ani=1231234 dnis=2003  
timezone=America/Los\_Angeles version=CVP\_9\_0 pstntrkgrpsrcip=10.66.68.157  
calldate=Sun Nov 11 12:47:23 PST 2012 calltypeid=4 localOffset=-480  
calllegid=oqexcflszqejdij >>STATE: isTabular=false isWriteable=true cursor=-1  
10678159: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=,  
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,  
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,  
CallContext:, user.media.id: F13A09DA1000013A42BE23A20A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1  
10678160: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9 - New call  
10678161: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =  
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=763759, sendSeqNo=1, trunkGroupId=100,

trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,  
callguid=F13A09DA1000013A42BE23A20A4244A9, rckey=, rcdays=,  
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.
```

## 分析

即使ICM查找网络VRU，类型必须是10，并且必须有为呼叫到达的路由客户端配置的标签。ICM对CVP的发送"版本"。

## PG没有"配置的网络VRU"

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

```
532: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Generated a new CISCO-GUID hdr : 4127686264-0268435770-
1736168361-0172115113, Generated a new CVP-ID hdr :
F6077E781000013A677BD3A90A4244A9
```

```
533: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} CALLGUID = F6077E781000013A677BD3A90A4244A9 LEGID =
nxkrgvgqvmyrtrt - [INBOUND]: Call is missing an RPID header.
No survivability in use.
```

```
534: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.6} CALLGUID = F6077E781000013A677BD3A90A4244A9 LEGID =
nxkrgvgqvmyrtrt - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169
FromURI sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
535: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
```

{Thrd=DATAI.6} NEW CALL with guid=F6077E781000013A677BD3A90A4244A9  
legid=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
```

## 分析

在呼叫被发送对网络VRU前，ICM必须知道路由客户端是否有任何网络VRU功能。对于此，路由客户端PG必须有必须是更旧的样式配置的类型10配置的网络VRU (或类型5)。ICM派遣“对话失败”对CVP。

## 问题2：CVP没有VRU标签的路由

```
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 (JMSTimestamp)=1352667769517 >>BODY: replyto=true callguid=F1482AAD1000013A7A23C37C0A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrkrgrpsrcip=10.66.68.157 calldate=Sun Nov 11 13:02:49 PST 2012 calltypeid=4 localOffset=-480 calllegid=vzhaijmlktklgum >>STATE: isTabular=false isWriteable=true cursor=-1

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

{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=,  
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,  
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, rkey=, rcdays=, rcseq=, uui=, calltypeid=4,  
CallContext:, user.media.id: F1482AAD1000013A7A23C37C0A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1  
10678261: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9 - New call  
10678262: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=763764, sendSeqNo=1, trunkGroupId=100,  
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,  
callguid=F1482AAD1000013A7A23C37C0A4244A9, rkey=, rcdays=, rcseq=,  
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,  
user.media.id: F1482AAD1000013A7A23C37C0A4244A9,  
user.cvp\_server\_info: 10.66.68.169,, LEGID = vzhaijmlkklgum, DNIS = 2003,  
ANI = 1231234  
10678263: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-142-ICM-3810694} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] -  
Processing ,, [ICM\_TEMPORARY\_CONNECT], dialogueId=763764,  
sendSeqNo=1, label=1234567890, correlationId=8906,  
callguid=F1482AAD1000013A7A23C37C0A4244A9, rkey=210, rcdays=150429,  
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.app\_media\_lib: .., user.microapp.media\_server:  
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:  
application=HelloWorld,, LEGID = vzhaijmlkklgum, DNIS = 2003, ANI = 1231234  
10678264: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-142-ICM-3810694} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] - Publishing ,,  
[MsgBus:CONNECT], ssId=SYS\_SIP1,  
labelType=, label=1234567890, correlationId=8906, command=null,  
rkey=210, rcdays=150429, rcseq=0, CallContext:,  
user.microapp.UseVXMLParams: N, user.microapp.app\_media\_lib: ..,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = vzhaijmlkklgum,  
DNIS = 2003, ANI = 1231234  
10356436: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlkklgum - [INBOUND]



```
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (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  
(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 msec

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 msec

10678273: 10.66.68.169: Nov 11 2012 13:02:49.532 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-280-ICM-3810697} ICMCallController:  
addToPostCallSurveyCallMap: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 -  
Call will not be cached for post call survey

10356443: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9  
LEGID = vzhaijmlktklgum - [INBOUND] DURATION (msecs) = 2012 - HANGUP with  
Call History12345678908906|-1;

10356444: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9  
LEGID = vzhaijmlktklgum - [INBOUND] - ABNORMALLY ENDING - SIP code [404],  
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],  
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2012 and  
Call History : 12345678908906|-1; [id:5004]

10356445: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_ERROR\_SNMP: B2BUA is not configured with a route for  
making calls to [92929292]. Please add this route. [id:5010]

10356446: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP\_9\_0\_SIP-3-  
SIP\_CALL\_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =  
vzhaijmlktklgum - [INBOUND]: Destination URL is null, cannot make the  
REFER. [id:5004]

10356447: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352667771529 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9  
RouterCallKey=210 RouterCallKeySent=true causecode=0 timezone=America/  
Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1  
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:51 PST 2012  
label=12345678908906 localOffset=-480 eventid=1 calllegid=vzhaijmlktklgum  
>>STATE: isTabular=false isWriteable=true cursor=-1

10356448: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]  
Rejecting code 404.

10356449: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]: No  
Dialog Responding: No final response on this leg.

10356450: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =  
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND] :

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

## 分析

如果在ICM的所有配置正确，ICM发送VRU标签和相关性ID对CVP。现在CVP必须有路由发送呼叫对VXML网关。或者CVP必须有静态路由，或者CVP能使用代理路由呼叫。但是无论如何，CVP一定能路由呼叫到VXML网关。

## 问题3：VXML网关不能调用VRU TCL写脚本

### 不匹配正确Dial-peer

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

10356476: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4051145999-0268435770-
0248415528-0172115113, Generated a new CVP-ID
hdr : F177950F1000013A0ECE85280A4244A9
10356477: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Call is missing an RPID header.
No survivability in use.
10356478: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-PARAM:
```

{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiressfmot - [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=tmywxhkiressfmot dn=2003 ani=1231234 uui=null calldate=Sun Nov 11  
13:54:36 PST 2012 video=false cachecallcontext = false is\_postcallsurvey =  
false RouterCallKey = null RouterCallKeyDay = null  
RouterCallKeySequenceNumber = null  
10356480: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
(JMSTimestamp)=1352670876943  
>>BODY: replyto=true callguid=F177950F1000013A0ECE85280A4244A9  
ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0  
pstnrtrkgrpsrcip=10.66.68.157 calldate=Sun Nov 11 13:54:36 PST 2012  
calltypeid=4 localOffset=-480 calllegid=tmywxhkiressfmot  
>>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 = tmywxhkiressfmot, 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 = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234  
10678290: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-247-ICM-3810701} CALLGUID = F177950F1000013A0ECE85280A4244A9,  
DLGID = 763765 [SIP\_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS\_SIP1,  
labelType=, label=1234567890, correlationId=8907, command=null, rckey=211,  
rcday=150429, rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,

```
user.microapp.app_media_lib: ..,      user.microapp.media_server:
http://10.66.68.169:7000/CVP,      user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234
10356481: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS_SIP1)
(JMSTimestamp)=1352670876943 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F177950F1000013A0ECE85280A4244A9 RouterCallKey=211
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8907
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
RouterCallKeyDay=150429 labeltype=-1 label=12345678908907 localOffset=-480
calllegid=tmywxhkiresfmot >>STATE: isTabular=false isWriteable=false cursor=-1
10356482: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Static route matched 12345678908907 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
10356483: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Using Local Static
Route for sip:12345678908907@10.66.75.241
10356484: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Found an incoming CISCO-GUID
hdr : 4051145999-0268435770-0248415528-0172115113, Found an existing CVP-ID
hdr: F177950F1000013A0ECE85280A4244A9
10356485: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
INVITE TO <sip:12345678908907@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
10356486: 10.66.68.169: Nov 11 2012 13:54:36.959 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
Invitation proceeding 100
10356487: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND] -
DsSipInvitation - <sip:12345678908907@10.66.75.241;transport=tcp>;
tag=F2E952A4-961 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1

10356488: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Updated by :
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID =
F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
with event type INV_REJECTED
10356489: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9
```

RouterCallKeySent=false causecode=0 timezone=America/Los\_Angeles version=CVP\_9\_0  
calldate=Sun Nov 11 13:54:37 PST 2012 localOffset=-480 eventid=1  
calllegid=F177950F1000013A0ECE85280A4244A9-135267087694378764  
>>STATE: isTabular=false isWriteable=true cursor=-1  
10356490: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]  
DURATION (msecs) = 234 - HANGUP with Call History  
10356491: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:  
No Dialog Cancelling: No final response on this leg.  
10356492: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 -  
[OUTBOUND]: hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException:  
Invalid input: IN\_HANGUP - invitation terminated <  
10356493: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706039} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = 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 (JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9  
(JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9  
RouterCallKey=211 RouterCallKeySent=false causecode=1 timezone=America/  
Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1  
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:54:37 PST 2012  
label=12345678908907 localOffset=-480 eventid=6 calllegid=tmywxhkiresfmot  
>>STATE: isTabular=false isWriteable=true cursor=-1

10678295: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID =  
F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP\_LEG] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234

10678296: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID =  
F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=763765, sendSeqNo=3, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234

10678297: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID = F177950F1000013A0ECE85280A4244A9,  
DLGID = 763765 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,  
250 msec

10678298: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID = F177950F1000013A0ECE85280A4244A9  
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 250 msec

10678299: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-356-ICM-3810704} ICMCallController:addToPostCallSurveyCallMap:  
CALLGUID = F177950F1000013A0ECE85280A4244A9 - Call will not be cached for post  
call survey

10356497: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiresfmot - [INBOUND] DURATION (msecs) = 2246 - HANGUP with Call  
History12345678908907|-1;

10356498: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = F177950F1000013A0ECE85280A4244A9  
LEGID = tmywxhkiresfmot - [INBOUND] - ABNORMALLY ENDING - SIP code [404],  
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],  
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2246 and  
Call History : 12345678908907|-1; [id:5004]

10356499: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_ERROR\_SNMP: B2BUA is not configured with a route for  
making calls to [92929292]. Please add this route. [id:5010]10356500:  
10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR:  
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID = tmywxhkiresfmot - [INBOUND]:  
Destination URL is null, cannot make the REFER. [id:5004]

10356501: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-264-SIP-2706040} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=1352670879189 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9  
(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"
```

## 分析

如果CVP是能路由呼叫到VXML网关，呼叫必须匹配VRU dial-peer作为流入的拨号对等体。如果其他dial-peer匹配，则它不会有适当的处理的必需的应用程序。在这种情况下，它匹配流入的拨号对等体92001，并且对应用程序的CCAPI把柄“默认”。当在网关的CCAPI没找到在dial-peer的任何应用程序这发生。不匹配流入的拨号对等体能由于多种原因发生：

- 为VRU段配置的没有dial-peer。
- 入站匹配模式不匹配VRU呼叫的DNIS。检查编号SIP消息与“incoming called-number”在VRU dial-peer。
- 确定CVP是否加在前面在VXML网关拨号对等体也许不配置的SigDigits。

## 在Dial-peer配置的没有应用程序/服务

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

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

10356507: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_SIP-7-PARAM:  
{Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID =  
kywgxdqfxwzckpx - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI  
sip:1231234@10.66.68.157 Video:false m\_needs\_postcallsurvey:false  
10356508: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} NEW CALL with guid=F1827B631000013A1AE6FA780A4244A9  
legid=kywgxdqfxwzckpx dn=2003 ani=1231234 uui=null calldate=Sun Nov 11  
14:06:31 PST 2012 video=false cachecallcontext = false is\_postcallsurvey =  
false RouterCallKey = null RouterCallKeyDay = null  
RouterCallKeySequenceNumber = null  
10356509: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
(JMSTimestamp)=1352671591267  
>>BODY: replyto=true callguid=F1827B631000013A1AE6FA780A4244A9  
ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0  
pstntrkgprsrcip=10.66.68.157 calldate=Sun Nov 11 14:06:31 PST 2012  
calltypeid=4 localOffset=-480 calllegid=kywgxdqfxwzckpx  
>>STATE: isTabular=false isWriteable=true cursor=-1  
10678302: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-249-ICM-3810706} CALLGUID =  
F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=,  
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,  
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,  
CallContext:, user.media.id: F1827B631000013A1AE6FA780A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1  
10678303: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
- New call  
10678304: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Publishing ,, [ICM\_NEW\_CALL], dialogueId=763766,  
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,  
dialedNumber=2003, uui=, callguid=F1827B631000013A1AE6FA780A4244A9,  
rckey=, rcday=, rcseq=, location=, locationpkid=,  
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, CallContext:, user.media.id:  
F1827B631000013A1AE6FA780A4244A9, user.cvp\_server\_info: 10.66.68.169,,  
LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234  
10678305: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-330-ICM-3810707} CALLGUID =  
F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP\_LEG] - Processing ,,  
[ICM\_TEMPORARY\_CONNECT], dialogueId=763766,  
sendSeqNo=1, label=1234567890, correlationId=8908,  
callguid=F1827B631000013A1AE6FA780A4244A9, rckey=212, rcday=150429,  
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.app\_media\_lib: .., user.microapp.media\_server:  
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:  
application=HelloWorld,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234  
10678306: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-330-ICM-3810707} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS\_SIP1,

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

{Thrd=DIALOG\_CALLBACK.3} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:  
CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352671591517 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9  
RouterCallKeySent=false causecode=0 timezone=America/Los\_Angeles  
version=CVP\_9\_0 calldate=Sun Nov 11 14:06:31 PST 2012 localOffset=-480  
eventid=1 calllegid=F1827B631000013A1AE6FA780A4244A9-  
135267159128378765 >>STATE: isTabular=false isWriteable=true cursor=-1  
10356519: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]  
DURATION (msecs) = 234 - HANGUP with Call History  
10356520: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]: No  
Dialog Cancelling: No final response on this leg.  
10356521: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:  
hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: Invalid  
input: IN\_HANGUP - invitation terminated  
10356522: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706073} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =  
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-  
135267159128378765 - [OUTBOUND]: with event type TERMINATED  
10356523: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND]: Waiting 2000 millisecs before terminating.  
10678307: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID =  
F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=CONNECT\_FAILURE,  
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234  
10678308: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=763766,  
sendSeqNo=2, eventId=CONNECT\_FAILURE, causeCode=NONE,,  
LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234  
10678309: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=763766,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,  
ANI = 1231234  
10678310: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,  
DLGID = 763766 [SIP\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_SIP1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234  
10356524: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-116-SIP-2706075} MessagingWorker:run: CALLGUID =  
F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND] ICM  
Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT  
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352671591532  
(ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:

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

10356530: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706074} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352671593529 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9  
RouterCallKey=212 RouterCallKeySent=true causecode=0 timezone=America/Los\_Angeles  
RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150429  
calldate=Sun Nov 11 14:06:33 PST 2012 label=12345678908908 localOffset=-480  
eventid=1 calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false  
isWriteable=true cursor=-1  
10356531: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9  
LEGID = kywgxdqfxwzckpx - [INBOUND] Rejecting code 404.

Nov 12 05:29:30.793: //-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:
```

## 分析

VXML网关的VRU dial-peer必须为是bootstrap.tcl的VRU应用程序配置。如果dial-peer不安排任何服务/应用程序配置，VXML网关设法路由呼叫并且正在寻找呼出拨号对端。如果呼出拨号对端没有匹配，无论如何呼叫发生故障。在这种情况下，即使匹配是我们的VRU dial-peer的流入的拨号对等体999，它仍然显示呼叫控制API (CCAPI)处理呼叫对“默认”应用程序。这意味着dial-peer 999不安排VRU/bootstrap应用程序配置。

## 问题4：不能VXML的网关发送HTTP请求到CVP

### 报头通过没有配置

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

203: 10.66.68.169: Nov 12 2012 10:15:23.034 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} Generated a new CISCO-GUID hdr : 4124392090-0268435770-
0719450081-0172115113, Generated a new CVP-ID
hdr : F5D53A9A1000013A2AE1EFE10A4244A9
204: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID =
fpcqoafwavftcja - [INBOUND]: Call is missing an RPID header.
No survivability in use.
205: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169
FromURI sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
206: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} NEW CALL with guid=F5D53A9A1000013A2AE1EFE10A4244A9
legid=fpcqoafwavftcja dn=2003 ani=1231234 uui=null calldate=Mon Nov 12
10:15:23 PST 2012 video=false cachecallcontext = false is_postcallsurvey
```

```
= false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
207: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352744123050
>>BODY: replyto=true callguid=F5D53A9A1000013A2AE1EFE10A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Mon Nov 12 10:15:23 PST 2012
calltypeid=4 localOffset=-480 calllegid=fpcqoafwavftcja
>>STATE: isTabular=false isWriteable=true cursor=-1
182: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID =
F5D53A9A1000013A2AE1EFE10A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, 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 isWritable=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 isWritable=false cursor=-1  
209: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-220-SIP-197} Using Outbound Proxy for  
sip:12345678908918@10.66.68.164:5060  
210: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-220-SIP-197} Found an incoming CISCO-GUID  
hdr : 4124392090-0268435770-0719450081-0172115113,  
Found an existing CVP-ID hdr: F5D53A9A1000013A2AE1EFE10A4244A9  
211: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-220-SIP-197} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -  
[OUTBOUND]: INVITE TO <sip:12345678908918@10.66.68.164:5060;transport=tcp>  
FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]  
212: 10.66.68.169: Nov 12 2012 10:15:23.066 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -  
[OUTBOUND]: Invitation proceeding 100  
213: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -  
[OUTBOUND]: Invitation accepted - ack'ing  
214: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -  
[OUTBOUND]: CountObserver() is >0 and sending Re-Invite to caller.  
215: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND]: Updated by : CALLGUID =  
F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-  
13527441230506 - [OUTBOUND]: with event type INV\_ACCEPTED  
216: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND]: Send the 200 OK back to caller with  
SDP of this dialog.  
217: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-221-SIP-198} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352744123471 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9  
RouterCallKey=206 RouterCallKeySent=false causecode=0  
timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:15:23 PST 2012

label=12345678908918 localOffset=-480 eventid=4  
calllegid=F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506  
>>STATE: isTabular=false isWriteable=true cursor=-1  
187: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-222-ICM-24} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_SIP1, eventId=ANSWER, causeCode=NONE,, LEGID = null,  
DNIS = 2003, ANI = 1231234  
188: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-222-ICM-24} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=6,  
sendSeqNo=2, eventId=ANSWER, causeCode=NONE,, LEGID = fpcqoafwavftcja,  
DNIS = 2003, ANI = 1231234  
218: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND]: DsSipInviteDialog ack'ed  
219: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-223-SIP-199} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:  
Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID =  
fpcqoafwavftcja - [INBOUND]: with event type INV\_ACKED  
220: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-223-SIP-199} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:  
Acked the invite.  
189: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-225-ICM-25} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=6,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID = fpcqoafwavftcja,  
DNIS = 2003, ANI = 1231234  
190: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-225-ICM-25} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_SIP1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = fpcqoafwavftcja, DNIS = 2003,  
ANI = 1231234  
221: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-226-SIP-201} MessagingWorker:run: CALLGUID =  
F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = fpcqoafwavftcja - [INBOUND]  
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT  
(JMSTDestination)=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 (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352744143346 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9  
RouterCallKey=206 RouterCallKeySent=true causecode=1  
timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:15:43 PST 2012  
label=12345678908918 localOffset=-480 eventid=6 calllegid=fpcqoafwavftcja  
>>STATE: isTabular=false isWriteable=true cursor=-1

223: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND] DURATION (msecs) = 20312 - HANGUP with  
Call History12345678908918|-1;  
191: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1,  
eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,, LEGID = fpcqoafwavftcja,  
DNIS = 2003, ANI = 1231234  
192: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=6,  
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234  
193: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,  
DLGID = 6 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 20 secs,  
296 msecs  
194: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 -  
Deleted call. Duration: 0 hrs, 0 mins, 20 secs, 296 msecs  
195: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-227-ICM-26} ICMCallController:addToPostCallSurveyCallMap:  
CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 - Call will not be cached for  
post call survey  
224: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND]: Terminated with Q.850;cause=16  
225: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-228-SIP-202} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:  
Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = fpcqoafwavftcja - [INBOUND]: with event type TERMINATED  
226: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND] DURATION  
(msecs) = 20311 - HANGUP with Call History  
227: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9  
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:  
Terminated with Q.850;cause=16

Nov 13 01:38:23.081: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:  
Received:  
INVITE sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0  
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bKde5beb23-704a3ca7-23217025  
-4ed30023-1  
Via: SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=  
z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~14  
Max-Forwards: 68  
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>

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

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

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

Call Entry Is Not Found

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

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

cisco-username=1231234

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

cisco-ani=1231234

cisco-anitype=0

cisco-aniplan=0

cisco-anipi=0

cisco-anisi=0

dest=12345678908918

cisco-desttype=0

cisco-destplan=0

cisco-rdie=FFFFFFFF

cisco-rdn=

cisco-rdntype=0

cisco-rdnplan=0

cisco-rdnpi=-1

cisco-rdnsi=-1

cisco-redirectreason=-1 fwd\_final\_type =0

final\_redirectNumber =

hunt\_group\_timeout =0

Nov 13 01:38:23.089: //-1/F5D53A9A2AE1/CCAPI/cc\_api\_call\_setup\_ind\_common:

Interface=0x70C7C3F0, Call Info(

Calling Number=1231234,(Calling Name=)(TON=Unknown, NPI=Unknown,

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

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

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

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

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

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

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

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

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

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

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

Sent:

SIP/2.0 200 OK

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

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

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

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

Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169

CSeq: 1 INVITE

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

Allow-Events: kpml, telephone-event



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

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

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

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

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

```

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

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

```

## 分析

当VXML网关收到VRU呼叫时，配比与安排VRU应用程序配置的dial-peer。为了欲知从哪CVP呼叫起源于，VRU/bootstrap应用程序需要发现SIP报头。为此，报头通过要求配置。在这种情况下，流入的拨号对等体999匹配，并且CCAPI被递交对启动应用程序。当应用程序设法解析SIP报头时发生故障。如果启动应用程序不能发现SIP报头，设法发送HTTP请求到呼叫的源地址。因此，如果呼叫通过代理来，HTTP信息传送给代理。在本例中，10.66.68.164是CUP代理。因为呼叫的VRU段来自代理，并且报头通过没有配置(SIP报头不可能被解析)，应用程序设法发送HTTP请求到10.66.68.164在端口8000。现在，不安排端口8000打开代理。因此TCP握手发生故障，并且HTTP信息没有传送。对于代理环境，或者报头通过配置或“参数cvphost”配置传送HTTP信息。

## 问题5：CVP已分解VRU错误标签和相关性ID

```
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=, rcday=, rcseq=, uui=, calltypeid=4,  
CallContext:, user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1  
362: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-441-ICM-94} CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 - New call  
363: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-441-ICM-94} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 12 [SIP\_LEG] - Publishing , , [ICM\_NEW\_CALL], dialogueId=12,  
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,  
dialedNumber=2003, uui=, callguid=F5E5DCAC1000013A2038A09B0A4244A9,  
rckey=, rcday=, rcseq=, location=, locationpkid=,  
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, CallContext:, user.media.id:  
F5E5DCAC1000013A2038A09B0A4244A9, user.cvp\_server\_info: 10.66.68.169,,  
LEGID = cxpzbgbgujotzle, DNIS = 2003, ANI = 1231234  
364: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 12 [SIP\_LEG] - Processing , , [ICM\_TEMPORARY\_CONNECT], dialogueId=12,  
sendSeqNo=1, label=1234567890, correlationId=8922,  
callguid=F5E5DCAC1000013A2038A09B0A4244A9, rckey=209, rcday=150430,  
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.app\_media\_lib: .., user.microapp.media\_server:

```
http://10.66.68.169:7000/CVP,      user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = cxpzbgbgujotzle, DNIS = 2003,
ANI = 1231234
365: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT],  ssId=SYS_SIP1,
labelType=,  label=1234567890,  correlationId=8922,  command=null,
rckey=209,  rcday=150430,  rcseq=0,  CallContext:,
user.microapp.UseVXMLParams: N,      user.microapp.app_media_lib: ..,
  user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = cxpzbgbgujotzle,
DNIS = 2003, ANI = 1231234
427: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cxpzbgbgujotzle - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352745213116 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F5E5DCAC1000013A2038A09B0A4244A9 RouterCallKey=209 floatingvars=
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , ] user.microapp.app_media_lib=
.. user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.
UseVXMLParams=N >>STATE: isTabular=false isWriteable=true cursor=-1
dnis=2003 correlationid=8922 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150430
labeltype=-1 label=12345678908922 localOffset=-480 calllegid=cxpzbgbgujotzle
>>STATE: isTabular=false isWriteable=false cursor=-1
428: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} Using Outbound Proxy for
sip:12345678908922@10.66.68.164:5060
429: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} Found an incoming CISCO-GUID
hdr : 4125482156-0268435770-0540582043-0172115113, Found an existing
CVP-ID hdr: F5E5DCAC1000013A2038A09B0A4244A9
430: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: INVITE TO
<sip:12345678908922@10.66.68.164:5060;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
431: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -
```

[OUTBOUND]: Invitation proceeding 100  
432: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -  
[OUTBOUND]: Invitation accepted - ack'ing  
433: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -  
[OUTBOUND]: CountObserver() is >0 and sending Re-Invite to caller.  
434: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-444-SIP-305} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = cpxzbgbgujotzle - [INBOUND]: Updated by : CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-  
135274521311615 - [OUTBOUND]: with event type INV\_ACCEPTED  
435: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-444-SIP-305} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = cpxzbgbgujotzle - [INBOUND]: Send the 200 OK back to caller with  
SDP of this dialog.  
436: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-444-SIP-305} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (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 = cxpzbgbgujotzle - [INBOUND]:  
with event type INV\_ACKED  
439: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =  
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-  
135274521311615 - [OUTBOUND]: Aked 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=, rcdays=, rcseq=, uui=, calltypeid=5, CallContext=,  
user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,, LEGID = null,  
DNIS = 2003, ANI = 1231234

369: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
- Correlation ID routed call

370: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Publishing ,, [ICM\_REQUEST\_INSTRUCTION],  
dialogueId=13, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,  
serviceId=2, uui=, correlationId=922, location=, locationpkid=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,  
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060

371: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Processing ,, [ICM\_DIALOGUE\_FAILURE\_EVENT],  
dialogueId=13, sendSeqNo=1, errorCode = E\_UNSPECIFIED\_FAILURE,,  
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060

372: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,  
DLGID = 13 [IVR\_LEG] - Publishing ,, [MsgBus: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 (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352745217094 >>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9  
RouterCallKey=209 RouterCallKeySent=true causecode=13

timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:33:37 PST 2012  
label=12345678908922 localOffset=-480 eventid=6 calllegid=cxpzbgbgujotzle  
>>STATE: isTabular=false isWriteable=true cursor=-1  
444: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9  
LEGID = cxpzbgbgugjotzle - [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 = cxpzbgbgugjotzle - [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 = cxpzbgbgugjotzle, 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 = cxpzbgbgugjotzle, 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-e5f6b267-3ff58c1f-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;  
branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51  
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc  
To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>  
Date: Tue, 13 Nov 2012 01:56:33 GMT  
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169  
CSeq: 1 INVITE  
Allow-Events: kpml, telephone-event  
Server: Cisco-SIPGateway/IOS-12.x  
Content-Length: 0

Nov 13 01:56:33.150: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:  
Sent:  
SIP/2.0 200 OK  
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-e5f6b267-3ff58c1f-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;  
branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51  
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc  
To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556

Date: Tue, 13 Nov 2012 01:56:33 GMT  
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169  
CSeq: 1 INVITE  
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER,  
SUBSCRIBE, NOTIFY, INFO, REGISTER  
Allow-Events: kpml, telephone-event  
Contact: <sip:12345678908922@10.66.75.241:5060;transport=tcp>  
Supported: replaces  
Supported: sdp-anat  
Server: Cisco-SIPGateway/IOS-12.x  
Supported: timer  
Content-Type: application/sdp  
Content-Disposition: session;handling=required  
Content-Length: 191

v=0  
o=CiscoSystemsSIP-GW-UserAgent 1944 5243 IN IP4 10.66.75.241  
s=SIP Call  
c=IN IP4 10.66.75.241  
t=0 0  
m=audio 16806 RTP/AVP 0  
c=IN IP4 10.66.75.241  
a=rtpmap:0 PCMU/8000  
a=ptime:20

Nov 13 01:56:33.190: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:  
Received:  
ACK sip:12345678908922@10.66.75.241:5060;transport=tcp SIP/2.0  
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~52  
Max-Forwards: 70  
To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556  
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc  
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169  
CSeq: 1 ACK  
Content-Length: 0  
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 13 01:56:33.210: //7470709//HTTPC://httpc\_write\_stream: Client write  
buffer fd(0):  
GET /cvp/VBServlet?MSG\_TYPE=PING&CALL\_DNIS=12345678908922&CALL\_ANI=  
sip:1231234@10.66.68.169:5060&ERROR\_CODE=0&RECOVERY\_VXML=flash:recovery.  
vxml&CLIENT\_TYPE=IOS&CALL\_ID=F5E5DCAC1000013A2038A09B0A4244A9&CALL\_  
LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169&CALL\_UII  
=&VERSION=CVP\_9\_0\_1\_0\_0\_0\_634 HTTP/1.1

Host: 10.66.68.169:8000  
Content-Type: application/x-www-form-urlencoded  
Connection: close  
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,  
application/voicexml, application/x-voicexml, text/plain, text/html,  
audio/basic, audio/wav, multipart/form-data, application/octet-stream  
User-Agent: \*\*MSG 61024 TRUNCATED\*\*  
\*\*MSG 61024 CONTINUATION #01\*\*ent: Cisco-IOS-C3825/15.1

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

Nov 13 01:56:33.498:  
Nov 13 01:56:33.506: //7470709//HTTTPC:/httpc\_write\_stream: Client  
write buffer fd(0):  
GET /cvp/VBServlet?MSG\_TYPE=CALL\_NEW&CALL\_DNIS=12345678908922&CALL\_UII=  
&CALL\_ANI=sip:1231234@10.66.68.169:5060&RECOVERY\_VXML=flash:recovery.  
vxml&CLIENT\_TYPE=IOS&CALL\_ID=F5E5DCAC1000013A2038A09B0A4244A9&ERROR\_CODE=  
0 HTTP/1.1

Host: 10.66.68.169:8000  
Content-Type: application/x-www-form-urlencoded  
Connection: close  
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,  
application/voicexml, application/x-voicexml, text/plain, text/html,  
audio/basic, audio/wav, multipart/form-data, application/octet-stream  
User-Agent: Cisco-IOS-C3825/15.1

Nov 13 01:56:33.730: HTTP/1.1 500 Internal Server Error  
Server: Apache-Coyote/1.1  
SVR\_STATE: RUNNING  
QUERY\_STR: MSG\_TYPE=CALL\_NEW&CALL\_DNIS=12345678908922&CALL\_UII=&CALL\_ANI=  
sip:1231234@10.66.68.169:5060&RECOVERY\_VXML=flash:recovery.vxml&CLIENT\_TYPE=  
IOS&CALL\_ID=F5E5DCAC1000013A2038A09B0A4244A9&ERROR\_CODE=0  
Content-Type: text/html; charset=ISO-8859-1  
Transfer-Encoding: chunked  
Date: Mon, 12 Nov 2012 18:33:33 GMT  
Connection: close

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

Nov 13 01:56:33.730:
Nov 13 01:56:34.714: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Sent:
BYE sip:1231234@10.66.68.169:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C47126F
From: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556
To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc
Date: Tue, 13 Nov 2012 01:56:33 GMT
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169
User-Agent: Cisco-SIPGateway/IOS-12.x
Max-Forwards: 70
Timestamp: 1352771794
CSeq: 101 BYE
Reason: Q.850;cause=16
P-RTP-Stat: PS=0,OS=0,PR=0,OR=0,PL=0,JI=0,LA=0,DU=0
Content-Length: 0
```

```
Nov 13 01:56:34.718: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:
Received:
SIP/2.0 200 Ok
Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C47126F
To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc
From: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169
CSeq: 101 BYE
Content-Length: 0
```

## 分析

为了使工作VRU的呼叫，“最大长度DNIS”和VRU标签长度必须配比。当HTTP请求从有VRU标签和相关性ID的VXML网关一起时回来，CVP拆分根据“最大长度和相关性ID的VRU标签DNIS”。如果它不配比与什么ICM为VRU长度配置，CVP错误拆分相关性ID，由ICM最终拒绝。在这种情况下，ICM发送VRU标签1234567890和相关性ID 8922。当CVP发送请求说明时，发送相关性ID 922。结果，ICM抱怨说922是未知相关性ID。因为ICM没有得到呼叫任何答复与相关性ID 8922的，计时。ICM没有知识与相关性ID 8922和922的呼叫是同一呼叫的一部分。因此，对于922，它返回未知，并且对于8922计时了。

## 问题6：ICM/CVP发送错误的URL

### 梅迪亚URL不完整

```
10:47:26:900 ra-rtr Trace: (116 x 0 : 0 0) NewCall: CID=(150431,201), DN=2003,
```

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

5734: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.10} Generated a new CISCO-GUID hdr : 4212716858-0268435770-  
2062965771-0172115113, Generated a new CVP-ID  
hdr : FB18F53A1000013A7AF65C0B0A4244A9

5735: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.10} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ. - [INBOUND]: Call is  
missing an RPID header. No survivability in use.

5736: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_SIP-7-PARAM:  
{Thrd=DATAI.10} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ. - [INBOUND]: ReqURI (DN)  
sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:false m\_  
needs\_postcallsurvey:false

5737: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.10} NEW CALL with guid=FB18F53A1000013A7AF65C0B0A4244A9  
legid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ. dn=2003 ani=1231234  
uui=null calldate=Tue Nov 13 10:47:27 PST 2012 video=false  
cachecallcontext = false is\_postcallsurvey = false RouterCallKey = null  
RouterCallKeyDay = null RouterCallKeySequenceNumber = null

5738: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.10} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
(JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352832447802  
>>BODY: replyto=true callguid=FB18F53A1000013A7AF65C0B0A4244A9 ani=1231234  
dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrkrgrpsrcip=  
64.104.205.107 calldate=Tue Nov 13 10:47:27 PST 2012 calltypeid=4  
localOffset=-480 calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFmYmQ.  
>>STATE: isTabular=false isWriteable=true cursor=-1

1980: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=,  
locationpkid=, locationsiteid=, srcaddr=64.104.205.107,  
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,  
sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4,  
CallContext:, user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,,  
LEGID = null, DNIS = -1, ANI = -1  
1981: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 - New call  
1982: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-170-ICM-703} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP\_LEG] - Publishing ,,  
[ICM\_NEW\_CALL], dialogueId=116, sendSeqNo=1, trunkGroupId=100,  
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,  
callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=, rcdays=, rcseq=,  
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,  
user.media.id: FB18F53A1000013A7AF65C0B0A4244A9, user.cvp\_server\_info:  
10.66.68.169,, LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.,  
DNIS = 2003, ANI = 1231234  
1983: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-171-ICM-704} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP\_LEG] - Processing ,,  
[ICM\_TEMPORARY\_CONNECT], dialogueId=116, sendSeqNo=1,  
label=1234567890, correlationId=9000,  
callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=201, rcdays=150431,  
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234  
1984: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-171-ICM-704} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP\_LEG] - Publishing ,,  
[MsgBus:CONNECT], ssId=SYS\_SIP1, labelType=, label=1234567890,  
correlationId=9000, command=null, rckey=201, rcdays=150431,  
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234  
5739: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-172-SIP-4292} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND] Handling CONNECT  
>>HEADERS: (JMSType)=MsgBus:CONNECT (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,



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null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null,
null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=
true cursor=-1 dnis=2003 correlationid=9000 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150431
labeltype=-1 label=12345678909000 localOffset=-480
calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.
>>STATE: isTabular=false isWriteable=false cursor=-1
5740: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Static route matched 12345678909000 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
5741: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Using Local Static Route for
sip:12345678909000@10.66.75.241
5742: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Found an incoming CISCO-GUID hdr :
4212716858-0268435770-2062965771-0172115113, Found an existing CVP-ID hdr:
FB18F53A1000013A7AF65C0B0A4244A9
5743: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9-
1352832447818137 - [OUTBOUND]: INVITE TO <sip:12345678909000@10.66.75.241;
transport=tcp> FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60]
100REL[Unsupported]
5744: 10.66.68.169: Nov 13 2012 10:47:28.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Invitation proceeding 100
5745: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Invitation accepted - ack'ing
5746: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.
5747: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: Updated by :
CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]: with
event type INV_ACCEPTED
5748: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]:
Send the 200 OK back to caller with SDP of this dialog.
5749: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} Sending BUS MSG:>>HEADERS: (JMSType)=
MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352832448379 >>BODY: callguid=
FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
```

version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13  
10:47:28 PST 2012 label=12345678909000 localOffset=-480 eventid=4  
calllegid=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137  
>>STATE: isTabular=false isWriteable=true cursor=-1  
1985: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=ANSWER,  
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234  
1986: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=116, sendSeqNo=2, eventId=ANSWER,  
causeCode=NONE,, LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ.,  
DNIS = 2003, ANI = 1231234  
1269: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=FB18F53A1000013A7AF65C0B0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=PING, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=12345678909000,  
CALL\_LEGID=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137@10.66.68.169,  
CALL\_UUI=, VERSION=CVP\_9\_0\_1\_0\_0\_0\_634, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
1270: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP\_9\_0\_IVR-6-VBCLIENT  
\_ADDED: Added client - Type: IOS Name: 10.66.75.241 [id:3013]  
1271: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:  
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template  
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS  
5750: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9  
LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND]:  
DsSipInviteDialog ack'ed  
5751: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9  
-1352832447818137 - [OUTBOUND]: Updated by : CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND]: with event  
type INV\_ACKED  
5752: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =  
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:  
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, rcdays=150431,  
rcseq=1, CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,  
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060  
1991: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-173-ICM-707} CALLGUID =  
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR\_LEG] - Publishing ,,  
[MsgBus:RUN\_SCRIPT\_REQ], ssId=SYS\_IVR1, requestId=1,  
scriptId=PM>Welcome, scriptConfig=, ced=, rckey=201, rcdays=150431,  
rcseq=1, switch\_leg\_ani=1231234, switch\_leg\_dnis=2003,  
CallContext:, user.microapp.UseVXMLParams: N,  
user.microapp.media\_server: http://10.66.68.169:7000/CVP,  
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,  
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060  
1275: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=  
FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Received Call message :  
>>HEADERS: (JMSType)=MsgBus:RUN\_SCRIPT\_REQ (JMSDestination)=  
Topic(CVP.ICM.CC.REQ.SYS\_IVR1) (JMSTimestamp)=1352832448801 (ServerID)=

```
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: ced= scriptconfiguration=
callguid=FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 ani=1231234
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , , ] user.microapp.media_server=
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null,
null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null,
null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable
=true cursor=-1 dnis=12345678909000 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=1 version=CVP_9_0 RouterCallKeyDay=150431
localOffset=-480 switch_leg_dnis=2003 switch_leg_ani=1231234 calllegid=
scriptid=PM,Welcome requestid=1 >>STATE: isTabular=false isWriteable=
false cursor=-1
1276: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VXMLManager:generateVXML:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'PlayMediaIOS.template' for client: 10.66.75.241 clientType: IOS
1277: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB18F53A1000013A7AF65C0B0A4244A9, MSG_TYPE=
CALL_RESULT, CALL_SEQ_NUM=1, ERROR_CODE=MEDIA_FILE_NOT_FOUND(9) }
1278: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-3-
CALL_ERROR: CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9
DNIS=12345678909000 Media Fetch Error for URL=
http://10.66.68.169:7000/CVP/en-us/app/Welcome.wav
(Client: 10.66.75.241) [id:3023]
1279: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-3-
CALL_ERROR: RunScript Error from 10.66.75.241 [MEDIA_FILE_NOT_FOUND(9)]
CALLGUID: FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000
{VRUScriptName: 'PM,Welcome' ConfigParam: ''} [id:3023]
1280: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} CallMsgPublisher:sendRunScriptResult:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000
Publishing RunScriptResult message: >>HEADERS:
(JMSType)=MsgBus:SCRIPT_RESULT >>BODY:
callguid=FB18F53A1000013A7AF65C0B0A4244A9 floatingvars=>>HEADERS:
(JMSType)=MsgBus:FLOATINGVARS >>BODY: user.microapp.error_code=9
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909000
resultcode=false timezone=America/Los_Angeles version=CVP_9_0
calldate=Tue Nov 13 10:47:28 PST 2012 localOffset=-480 calllegid=
requestid=1 >>STATE: isTabular=false isWriteable=true cursor=-1
1992: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-179-ICM-708} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Processing ,,
[MsgBus:SCRIPT_RESULT], ssId=SYS_IVR1, requestId=1, resultCode=false,
ced=, CallContext:, user.microapp.error_code: 9,, LEGID = ,
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1993: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-179-ICM-708} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Publishing ,,
[ICM_RUN_SCRIPT_RESULT], dialogueId=117, sendSeqNo=2, invokedId=1,
resultCode=false, ced=, newTransaction=false, CallContext:,
user.microapp.error_code: 9,, LEGID = , DNIS = 12345678909000, ANI =
sip:1231234@10.66.68.169:5060
```

1994: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-180-ICM-709} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 117 [IVR\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=117,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID = , DNIS = 12345678909000,  
ANI = sip:1231234@10.66.68.169:5060

1995: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-180-ICM-709} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 117 [IVR\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_IVR1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID = , DNIS = 12345678909000,  
ANI = sip:1231234@10.66.68.169:5060

1996: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-181-ICM-710} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 116 [SIP\_LEG] - Processing ,, [ICM\_RELEASE], dialogueId=116,  
sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234

1997: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-181-ICM-710} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 116 [SIP\_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS\_SIP1,  
cause=NORMAL\_CALL\_CLEARING,, LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234

1281: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:  
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Received Call  
message : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (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)=  
=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352832448910 (ServerID)  
=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=  
FB18F53A1000013A7AF65C0B0A4244A9 dnis=2003 causecode=0 timezone=America/Los\_  
Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. >>STATE: isTabular=false  
isWriteable=false cursor=-1

5754: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-183-SIP-4295} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352832448910 >>BODY: callguid=FB18F53A1000013A7AF65C0B0A4244A9  
RouterCallKey=201 RouterCallKeySent=true causecode=1 timezone=America/

Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1  
RouterCallKeyDay=150431 calldate=Tue Nov 13 10:47:28 PST 2012  
label=12345678909000 localOffset=-480 eventid=6  
calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.  
>>STATE: isTabular=false isWriteable=true cursor=-1  
5755: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-183-SIP-4295} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9  
LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND] DURATION  
(msecs) = 1108 - HANGUP with Call History12345678909000|-1;  
1998: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 116 [SIP\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1,  
eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,, LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234  
1999: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 116 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=116,  
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,, LEGID =  
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234  
2000: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,  
DLGID = 116 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,  
108 msecs  
1284: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from 10.66.75.241:  
{ MSG\_TYPE=CALL\_RESULT, ERROR\_CODE=HANGUP(1), CALL\_ID=  
FB18F53A1000013A7AF65C0B0A4244A9, CALL\_SEQ\_NUM=2 }  
1285: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} VXMLManager:generateAckVXML: CALLGUID=  
FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template 'Ack.template'  
for client: 10.66.75.241 clientType: IOS

Nov 14 02:10:28.042: //7471196//HTTpc:/httpc\_write\_stream: Client write  
buffer fd(0):  
GET /cvp/VBServlet?MSG\_TYPE=PING&CALL\_DNIS=12345678909000&CALL\_ANI=  
sip:1231234@10.66.68.169:5060&ERROR\_CODE=0&RECOVERY\_VXML=  
flash:recovery.vxml&CLIENT\_TYPE=IOS&CALL\_ID=  
FB18F53A1000013A7AF65C0B0A4244A9&CALL\_LEGID=  
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137@10.66.68.169&CALL\_UII=  
&VERSION=CVP\_9\_0\_1\_0\_0\_0\_634 HTTP/1.1  
Host: 10.66.68.169:8000  
Content-Type: application/x-www-form-urlencoded  
Connection: close  
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,  
application/voicexml, application/x-voicexml, text/plain, text/html,  
audio/basic, audio/wav, multipart/form-data, application/octet-stream  
User-A\*\*MSG 61066 TRUNCATED\*\*  
\*\*MSG 61066 CONTINUATION #01\*\*gent: Cisco-IOS-C3825/15.1

Nov 14 02:10:28.318: HTTP/1.1 200 OK

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

GET /cvp/VBServlet?MSG\_TYPE=CALL\_NEW&CALL\_DNIS=12345678909000&  
CALL\_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//HTTTPC:/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
```

## 分析

为了为正确位置能将播放的音频提示，必须适当地设置全部必需变量。有造成音频文件的URL的少量变量。您需要保证任何变量设置，使用那些CVPs创建音频文件的URL。音频文件一定取得到在该位置。确定也是重要的什么样的媒体服务器是在使用中的。有在端口7000侦听，呼叫服务器的Tomcat在端口8000以及互联网信息服务器(IIS)侦听在端口80侦听的VXML服务器的Tomcat。有时，客户也许有可以使用作为媒体服务器的另一个网络服务器。重要的是正确变量在ICM设置为了创建媒体文件的正确URL。文件需要在媒体服务器的正确位置。

## VXML服务器的梅迪亚URL不正确

```
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) NewCall: CID=(150431,208), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) Correlation id for dialog is (9008).
11:04:09:185 ra-rtr Trace: (130 x 9008 : 0 0) TransferToVRU: Label=1234567890,
CorID=9008, VRUID=5000, RCID=5001
11:04:09:185 ra-rtr Trace: (130 x 9008 : 0 0) TransferConnect sent. Dialog
pending.
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) RequestInstr: CID=(150431,208),
CallState=1
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) Dialog transfer to VRU
successful - now running script.
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) Runscript sent. Dialog pending.
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog handling script resp
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) VRU script response had error.
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog resuming (Script
response received (error).) status (1)
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) RouteComplete:
11:04:10:381 ra-rtr Trace: Route: CID=(150431,208), Labels=0
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog sending release call to VRU
11:04:10:382 ra-rtr Trace: (130 131 9008 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
11:04:10:382 ra-rtr Trace: (130 131 9008 : 0 0) Deleting Dialog.
```

```
6028: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4213719205-0268435770-
0046575080-0172115113, Generated a new CVP-ID hdr :
FB2840A51000013A02C6ADE80A4244A9
6029: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
```

ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: Call is missing an RPID header. No survivability in use.

6030: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_SIP-7-PARAM: {Thrd=DATAI.5} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video: false m\_needs\_postcallsurvey:false

6031: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.5} NEW CALL with guid=FB2840A51000013A02C6ADE80A4244A9 legid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. dn=2003 ani=1231234 uui=null calldate=Tue Nov 13 11:04:10 PST 2012 video=false cachecallcontext = false is\_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null

6032: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL (JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352833450149 >>BODY: replyto=true callguid=FB2840A51000013A02C6ADE80A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstntrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 11:04:10 PST 2012 calltypeid=4 localOffset=-480 calllegid= ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>STATE: isTabular=false isWriteable=true cursor=-1

2282: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-448-ICM-825} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647, sipheader=, 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,

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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 isWritable=true cursor=-1 dnis=2003
correlationid=9008 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 RouterCallKeyDay=150431 labeltype=-1 label=12345678909008
localOffset=-480 calllegid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY.
>>STATE: isTabular=false isWritable=false cursor=-1
6034: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Static route matched 12345678909008 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
6035: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Using Local Static Route for
sip:12345678909008@10.66.75.241
6036: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Found an incoming CISCO-GUID
hdr : 4213719205-0268435770-0046575080-0172115113, Found an existing CVP-ID
hdr: FB2840A51000013A02C6ADE80A4244A9
6037: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID = FB2840A51000013A02C6ADE80A4244A9-
1352833450165150 - [OUTBOUND]: INVITE TO <sip:12345678909008@10.66.75.241;
transport=tcp> FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60]
100REL[Unsupported]
6038: 10.66.68.169: Nov 13 2012 11:04:10.445 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Invitation proceeding 100
6039: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 -
[OUTBOUND]: Invitation accepted - ack'ing
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6040: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:  
CountObserver() is >0 and sending Re-Invite to caller.

6041: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-451-SIP-4407} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9 LEGID =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: Updated by :  
CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =  
FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]: with  
event type INV\_ACCEPTED

6042: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-451-SIP-4407} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9 LEGID =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: Send the 200 OK  
back to caller with SDP of this dialog.

6043: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-451-SIP-4407} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=1352833450664 >>BODY: callguid=  
FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=false  
causecode=0 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0  
version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13  
11:04:10 PST 2012 label=12345678909008 localOffset=-480 eventid=4  
calllegid=FB2840A51000013A02C6ADE80A4244A9-1352833450165150  
>>STATE: isTabular=false isWriteable=true cursor=-1

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

2288: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =  
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP\_LEG] - Publishing ,,  
[ICM\_EVENT\_REPORT], dialogueId=130, sendSeqNo=2, eventId=ANSWER,  
causeCode=NONE,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY.,  
DNIS = 2003, ANI = 1231234

6044: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]:  
DsSipInviteDialog ack'ed

6045: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-453-SIP-4408} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:  
Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: with event  
type INV\_ACKED

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

1497: 10.66.68.169: Nov 13 2012 11:04:11.038 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from

10.66.75.241: { CALL\_ID=FB2840A51000013A02C6ADE80A4244A9, CLIENT\_TYPE=IOS, MSG\_TYPE=PING, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=12345678909008, CALL\_LEGID=FB2840A51000013A02C6ADE80A4244A9-1352833450165150@10.66.68.169, CALL\_UUI=, VERSION=CVP\_9\_0\_1\_0\_0\_0\_634, ERROR\_CODE=NONE(0), CALL\_ANI=sip:1231234@10.66.68.169:5060 }

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

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

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

1501: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_IVR-7-CALL: {Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall: CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Publishing NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW\_CALL >>BODY: replyto=true uui= callguid=FB2840A51000013A02C6ADE80A4244A9 ani=sip:1231234@10.66.68.169:5060 dnis=12345678909008 timezone=America/Los\_Angeles mediatype=A version=CVP\_9\_0 calldate= Tue Nov 13 11:04:11 PST 2012 location= calltypeid=5 localOffset=-480 calllegid= >>STATE: isTabular=false isWriteable=true cursor=-1

2289: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_IVR1, mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=, pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:, user.media.id: FB2840A51000013A02C6ADE80A4244A9,, LEGID = null, DNIS = 2003, ANI = 1231234

2290: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 - Correlation ID routed call

2291: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = 131 [IVR\_LEG] - Publishing ,, [ICM\_REQUEST\_INSTRUCTION], dialogueId=131, sendSeqNo=1, trunkGroupId=200, trunkNumber=0, serviceId=2, uui=, correlationId=9008, location=, locationpkid=, pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,, LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060

2292: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-455-ICM-829} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = 131 [IVR\_LEG] - Processing ,, [ICM\_RUN\_SCRIPT\_REQ], dialogueId=131, sendSeqNo=1, invokedId=1, scriptId=GS,Server,V, scriptConfiguration=, ced=, callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=208, rcday=150431, rcseq=1, CallContext:, user.microapp.app\_media\_lib: .., user.microapp.media\_server: http://10.66.68.169:7000/CVP,

user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,  
DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060  
2293: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-455-ICM-829} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 131 [IVR\_LEG] - Publishing ,, [MsgBus:RUN\_SCRIPT\_REQ],  
ssId=SYS\_IVR1, requestId=1, scriptId=GS,Server,V, scriptConfig=  
ced=, rckey=208, 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

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>>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 (JMSDestination)=  
Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352833451350 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=  
FB2840A51000013A02C6ADE80A4244A9 dnis=2003 causecode=0 timezone=America/  
Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>STATE: isTabular=false  
isWriteable=false cursor=-1

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

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

6050: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4409} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]:  
Terminated with Q.850;cause=16

6051: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4410} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:  
Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =  
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: with event type  
TERMINATED

6052: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]  
DURATION (msecs) = 1185 - HANGUP with Call History

6053: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9  
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:  
Terminated with Q.850;cause=16

2300: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 130 [SIP\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_SIP1, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003,  
ANI = 1231234

2301: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 130 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=130,



sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWFhMmE4NjFmYjkzZGI1NDY., DNIS = 2003,  
ANI = 1231234  
2302: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,  
DLGID = 130 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,  
201 msec

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

```
                <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//HTTTPC://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//HTTTPC://httpc\_write\_stream: Client write buffer fd(1):

GET /cvp/VBServlet?MSG\_TYPE=CALL\_RESULT&CALL\_ID=

FB2840A51000013A02C6ADE80A4244A9&CALL\_SEQ\_NUM=1&ERROR\_CODE=9 HTTP/1.1

Host: 10.66.68.169:8000

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

Connection: close

Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,

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

## 分析

在ICM中，如果VXML服务器在呼叫流，必须设置UsexVXMLParams变量为“N”。如果它没有设置，CVP添加不存在的Server.vxml到URL结尾。结果，VXML服务器返回400错误消息，并且VXML网关返回含义错误的URL的错误代码9。

## 问题7 : SigDigit

### CVP没有VRU标签的路由在加在前面SigDigit以后

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

```
6218: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:  
{Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4228555991-0268435770-1640145969-  
0172115113, Generated a new CVP-ID hdr : FC0AA4D71000013A61C2A4310A4244A9
```

```
6219: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:  
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:  
Call is missing an RPID header. No survivability in use.
```

```
6220: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:  
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:  
Stripping 3 sigdigits from 6062003 and saving them as [606]
```

```
6221: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-PARAM:  
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
```

```
ReqURI (DN) sip:6062003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:  
false m_needs_postcallsurvey:false
```

```
6222: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL: {  
Thrd=DATAI.5} NEW CALL with guid=FC0AA4D71000013A61C2A4310A4244A9  
legid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. dn=2003
```

```
ani=1231234 uui=null calldate=Tue Nov 13 15:11:26 PST 2012 video=false
cachecallcontext = false is_postcallsurvey = false RouterCallKey =
null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
6223: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352848286935
>>BODY: replyto=true callguid=FC0AA4D71000013A61C2A4310A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 15:11:26 PST 2012
calltypeid=4 localOffset=-480 calllegid=
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=true cursor=-1
2424: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=, locationpkid=,
locationsiteid=, srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
FC0AA4D71000013A61C2A4310A4244A9,, LEGID = null, DNIS = -1, ANI = -1
2425: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 - New call
2426: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=139, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=FC0AA4D71000013A61C2A4310A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: FC0AA4D71000013A61C2A4310A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2427: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-202-ICM-870} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=139, sendSeqNo=1, label=1234567890,
correlationId=9013, callguid=FC0AA4D71000013A61C2A4310A4244A9, rckey=214,
rcday=150431,
rcseq=0,CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2428: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-202-ICM-870} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=9013, command=null,
rckey=214, rcday=150431, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
```

OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,  
DNIS = 2003, ANI = 1231234  
6224: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-203-SIP-5076} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9  
LEGID = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]  
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=  
Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352848286950 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=  
FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 floatingvars=>>HEADERS:  
(JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[, , , , , , , , ]  
user.microapp.app\_media\_lib=.. user.microapp.media\_server=http://  
10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null]  
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]  
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true  
cursor=-1 dnis=2003 correlationid=9013 timezone=America/Los\_Angeles  
RouterCallKeySequenceNumber=0 version=CVP\_9\_0  
RouterCallKeyDay=150431 labeltype=-1 label=12345678909013 localOffset=-480  
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.  
>>STATE: isTabular=false isWriteable=false cursor=-1  
6225: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-203-SIP-5076} Prepending SigDigits to label: 606 +  
12345678909013  
6226: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-3-SIP\_  
ERROR\_SNMP: B2BUA is not configured with a route for making calls to  
[60612345678909013].Please add this route. [id:5010]  
6227: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR:  
CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:  
Destination URL is null, cannot make the transfer. [id:5004]  
6228: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-203-SIP-5076} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352848286950 >>BODY: callguid=  
FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 RouterCallKeySent=false  
causecode=0 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0  
version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150431 calldate=  
Tue Nov 13 15:11:26 PST 2012 label=12345678909013 localOffset=-480 eventid=1  
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.  
>>STATE: isTabular=false isWriteable=true cursor=-1  
6229: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-203-SIP-5076} CALLGUID =  
FC0AA4D71000013A61C2A4310A4244A9 LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:  
Waiting 2000 millisecs before terminating.  
2429: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-209-ICM-871} CALLGUID =  
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP\_LEG] - Processing ,,  
[MsgBus:CALL\_STATE\_EVENT], ssId=SYS\_SIP1, eventId=CONNECT\_FAILURE,  
causeCode=NONE,, LEGID =  
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003,  
ANI = 1231234  
2430: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP\_9\_0\_ICM-7-CALL:

{Thrd=pool-1-thread-209-ICM-871} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,  
DLGID = 139 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=139,  
sendSeqNo=2, eventId=CONNECT\_FAILURE, causeCode=NONE,, LEGID =  
OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 =  
OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 = OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,  
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 =  
OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND] ICM Disconnecting  
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=  
Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352848286966 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:  
callguid=FC0AA4D71000013A61C2A4310A4244A9 dnis=2003 causecode=0  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480  
calllegid=OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.  
>>STATE: isTabular=false isWriteable=false cursor=-1  
6231: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-210-SIP-5077} Sending BUS MSG:>>HEADERS:  
(JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=Topic(CVP.SIP.CC.EVENT)  
(JMSTimestamp)=1352848286966 >>BODY: callguid=FC0AA4D71000013A61C2A4310A4244A9  
RouterCallKey=214 RouterCallKeySent=true causecode=1 timezone=America/  
Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1  
RouterCallKeyDay=150431 calldate=Tue Nov 13 15:11:26 PST 2012  
label=12345678909013 localOffset=-480 eventId=6 calllegid=  
OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. >>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 = OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 =  
OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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

## 分析

当使用时SigDigit，CVP加在前面所有呼出呼叫的SigDigit从CVP，在寻找一个路由前。如果使用静态路由，CVP必须有以SigDigit前缀的VRU标签的静态路由。同样真实对回铃编号以及座席分机分机号码路由。如果使用代理，代理必须有VRU标签的路由和回铃编号以及与SigDigits的座席分机加了前缀。

## 问题8：VXML网关申请没有配置对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  
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352848834619 >>BODY:  
replyto=true callguid=FC13003B1000013A3987472D0A4244A9 ani=1231234 dnis=2003  
timezone=America/Los\_Angeles version=CVP\_9\_0 pstntrkgrpsrcip=64.104.205.107  
calldate=Tue Nov 13 15:20:34 PST 2012 calltypeid=4 localOffset=-480  
calllegid=NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. >>STATE:  
isTabular=false isWriteable=true cursor=-1

2476: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-321-ICM-883} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_SIP1,  
mediaType=, location=, locationpkid=, locationsiteid=,  
srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 ,  
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, 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 = NjE0M2E1ZDaxZTRjZjRlNmM3YzgxNTE3YjBjMmYwOTk.,
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 =
NjE0M2E1ZDaxZTRjZjRlNmM3YzgxNTE3YjBjMmYwOTk., 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 = NjE0M2E1ZDaxZTRjZjRlNmM3YzgxNTE3YjBjMmYwOTk. - [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=NjE0M2E1ZDaxZTRjZjRlNmM3YzgxNTE3YjBjMmYwOTk.
>>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 (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]:  
Aked the invite.  
1716: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=FC13003B1000013A3987472D0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=PING, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=  
60612345678909015, CALL\_LEGID=FC13003B1000013A3987472D0A4244A9-  
1352848834619155@10.66.68.169, CALL\_UUI=, VERSION=CVP\_9\_0\_1\_0\_0\_0\_634,  
ERROR\_CODE=NONE(0), CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
1717: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 Generated VXML from template  
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS  
1718: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from  
10.66.75.241: { CALL\_ID=FC13003B1000013A3987472D0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=CALL\_NEW, RECOVERY\_VXML=flash:recovery.vxml,  
CALL\_DNIS=60612345678909015, CALL\_UUI=, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 }  
1719: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallSession:addCall:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 Added IVRCall  
( DNIS=60612345678909015 client: 10.66.75.241) to CallSession at slot: 0  
1720: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015  
Publishing NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
>>BODY: replyto=true uui= callguid=FC13003B1000013A3987472D0A4244A9  
ani=sip:1231234@10.66.68.169:5060 dnis=60612345678909015  
timezone=America/Los\_Angeles mediatype=A version=CVP\_9\_0

calldate=Tue Nov 13 15:20:36 PST 2012 location= calltypeid=5  
localOffset=-480 calllegid= >>STATE: isTabular=false isWriteable=true  
cursor=-1  
2483: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], ssId=SYS\_IVR1,  
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,  
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,  
user.media.id: FC13003B1000013A3987472D0A4244A9,, LEGID = null,  
DNIS = 2003, ANI = 1231234  
2484: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-328-ICM-886} CALLGUID =  
FC13003B1000013A3987472D0A4244A9 - Correlation ID routed call  
2485: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Publishing ,, [ICM\_REQUEST\_INSTRUCTION],  
dialogueId=142, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,  
serviceId=2, uui=, correlationId=8909015, location=, locationpkid=,  
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,  
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060  
2486: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Processing ,, [ICM\_DIALOGUE\_FAILURE\_EVENT],  
dialogueId=142, sendSeqNo=1, errorCode = E\_UNSPECIFIED\_FAILURE,,  
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060  
2487: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Publishing ,, [MsgBus:DIALOGUE\_FAILURE],  
ssId=SYS\_IVR1, errorCode=E\_UNSPECIFIED\_FAILURE,, LEGID = , DNIS =  
60612345678909015, ANI = sip:1231234@10.66.68.169:5060  
1721: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=  
FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015 Received Call  
message : >>HEADERS: (JMSType)=MsgBus:DIALOGUE\_FAILURE (JMSDestination)=  
Topic(CVP.ICM.CC.EVENT.SYS\_IVR1) (JMSTimestamp)=1352848836164 (ServerID)=  
CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=  
FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015 errorcode=15  
timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=  
>>STATE: isTabular=false isWriteable=false cursor=-1  
1722: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=pool-1-thread-330-IVR-214} DialogFailureTask:generateResponse:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 ErrorResponse generated -  
StatusCode: 15  
1723: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-3-CALL\_ERROR:

Removing CALLGUID: FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015  
due to exception in CallNewHandler. (Client: 10.66.75.241) Received ICM  
DialogFailure response for new call request. DialogFailure StatusCode: 15  
HTTP req: { CALL\_ID=FC13003B1000013A3987472D0A4244A9, CLIENT\_TYPE=IOS,  
MSG\_TYPE=CALL\_NEW, RECOVERY\_VXML=flash:recovery.vxml,  
CALL\_DNIS=60612345678909015, CALL\_UUI=, ERROR\_CODE=NONE(0),  
CALL\_ANI=sip:1231234@10.66.68.169:5060 } [id:3023]  
1724: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallSession:removeCallByDNIS:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 Removed IVRCall from CallSession  
( DNIS=60612345678909015 eventId: 6 causeCode: 1). Removed from slot: 0  
1725: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} CallMsgPublisher:sendCallStateEvent:  
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015  
Publishing CallStateEvent message: >>HEADERS: (JMSType)=MsgBus:CALL\_STATE\_EVENT  
>>BODY: callguid=FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015  
RouterCallKeySent=false causecode=1 timezone=America/Los\_Angeles  
version=CVP\_9\_0 calldate=Tue Nov 13 15:20:36 PST 2012 localOffset=-480  
calllegid= eventId=6 >>STATE: isTabular=false isWriteable=true cursor=-1  
1726: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_IVR-7-CALL:  
{Thrd=http-8000-Processor22} IVRSubSystem:checkInLicense: Released license  
for call: FC13003B1000013A3987472D0A4244A9 - PortCheckinStatus=  
PORT\_CHECKIN\_OK\_PORT\_STILL\_IN\_USE  
2488: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT],  
ssId=SYS\_IVR1, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,,  
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060  
2489: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT],  
dialogueId=142, sendSeqNo=2, eventId=DISCONNECT,  
causeCode=NORMAL\_COMPLETION,, LEGID = , DNIS = 60612345678909015,  
ANI = sip:1231234@10.66.68.169:5060  
2490: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,  
DLGID = 142 [IVR\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,  
545 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=z9hG4bKMkQENBfGhCcJHHe9DrxXkw~1083  
Max-Forwards: 70  
To: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD  
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88  
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169  
CSeq: 1 ACK  
Content-Length: 0  
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 14 06:43:35.325: HTTP/1.1 200 OK

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

GET /cvp/VBServlet?MSG\_TYPE=CALL\_NEW&CALL\_DNIS=60612345678909015&CALL\_UII=  
&CALL\_ANI=sip:1231234@10.66.68.169:5060&RECOVERY\_VXML=flash:recovery.vxml&  
CLIENT\_TYPE=IOS&CALL\_ID=FC13003B1000013A3987472D0A4244A9&ERROR\_CODE=0 HTTP/1.1  
Host: 10.66.68.169:8000  
Content-Type: application/x-www-form-urlencoded  
Connection: close  
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,  
application/voicexml, application/x-voicexml, text/plain, text/html,  
audio/basic, audio/wav, multipart/form-data, application/octet-stream  
User-Agent: Cisco-IOS-C3825/15.1

Nov 14 06:43:35.981: Message Response Code: 500

Nov 14 06:43:35.981: Message Rsp Decoded Headers:

Nov 14 06:43:35.981: Date:Tue, 13 Nov 2012 23:20:36 GMT

Nov 14 06:43:35.981: Transfer-Encoding:chunked

Nov 14 06:43:35.981: Content-Type:text/html;charset=ISO-8859-1

Nov 14 06:43:35.981: Connection:close

Nov 14 06:43:35.981: headers:

```
Nov 14 06:43:35.981: HTTP/1.1 500 Internal Server Error
Server: Apache-Coyote/1.1
SVR_STATE: RUNNING
QUERY_STR: MSG_TYPE=CALL_NEW&CALL_DNIS=60612345678909015&CALL_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
```

## 分析

如果SigDigit是在使用中的，并且CVP适当地配置它的一个路由，呼叫在有DNIS的VXML网关到达作为SigDigits + VRU标签+相关性ID除必须匹配上述组合的dial-peer的“incoming called-number之外”，启动应该也配置与SigDigit。如果它没有配置，当VXML网关发送新的呼叫HTTP请求对CVP时，不剥离位，因此CVP发送根据“最大长度的错误的关联性ID DNIS”对ICM。所以，呼叫最终发生故障。

## 问题9：CallManager获得错误的VRU标签转接

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.

```

## 分析

当CVP PG必须有配置时的网络VRU，CUCM PG不能有配置的网络VRU。如果配置，ICM假设，可以支持CUCM不的相关性ID。结果，当JTAPI网关(JGW)时收到消息它只收到VRU标签，被添附的不是相关性ID。呼叫发生故障。然而，如果网络VRU没有配置，JGW获得路由作为“VRU标签+相关性ID”。

## 问题10：CallManager不加在前面SigDigit到VRU标签

```

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

```

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

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

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

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

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

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

  

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

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

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

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

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

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

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

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

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

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

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

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

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

16:03:52:736 PG1A-jgw1 Trace: handleConnCreated::new CallingAddrMyConnection() MyConn: GenID: 173 IDVal: 0 Dev: 1753/0

Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED  
prevCCState: UNKNOWN loggedIn: N  
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated CID: 17242255 set  
mySourceConnection  
16:03:52:736 PG1A-jgw1 Trace: CallCtlConnEstablishedEv CID: 17242255  
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL  
16:03:52:736 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0  
Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED  
prevCCState: ESTABLISHED loggedIn: N  
16:03:52:737 PG1A-jgw1 Trace: RouteEvent State: ROUTE Cause: NO\_ERROR  
SessRteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15  
CurrRteAddr: 2002 Algorithm: SELECT\_NORMAL SetupInfo None  
16:03:52:737 PG1A-jgw1 Trace: myCall getCallingAddressPI true  
16:03:52:737 PG1A-jgw1 Trace: Sending originate before confirmation  
CID: 17242255 after 1 milsecs  
16:03:52:737 PG1A-jgw1 Trace: MsgRouteRequest: CID: 17242255 XRefID: 2  
ConnDevID: 1753/0 CallingDev: 1753 CurrentRoute: 2002  
UniqueID: 00000000007188F01DA492C00000000  
16:03:52:743 PG1A-jgw1 Trace: MsgRouteSelect: XRefID: 2  
RouteSelected: 98765432109026  
16:03:52:743 PG1A-jgw1 Trace: Calling selectRoute[CRefID: 2]  
(98765432109026, DEFAULT\_SEARCH\_SPACE) ...  
16:03:52:773 PG1A-jgw1 Trace: RouteUsedEvent State: ROUTE\_USED XRefID: 2  
Cause: NO\_ERROR RteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15  
Domain: FALSE RteUsedAddr: 98765432109026  
16:03:52:773 PG1A-jgw1 Trace: RouteEndEvent State: ROUTE\_END XRefID: 2  
Cause: NO\_ERROR RteAddr: 2002  
16:03:52:773 PG1A-jgw1 Trace: MsgRouteEndEvent: XRefID: 2 ErrorValue: 0  
16:03:52:773 PG1A-jgw1 Trace: selectRoute[CRefID: 2](98765432109026,  
DEFAULT\_SEARCH\_SPACE) returned in 30 milsecs  
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255  
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN  
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED  
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0  
Ext: 1753 DevTgStr: Addr: 1753 State: DISCONNECTED CCState: DISCONNECTED  
prevCCState: ESTABLISHED loggedIn: N  
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255  
Addr: 2002 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN  
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED  
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 172 IDVal: 31082796 Dev: 2002/0  
Ext: 2002 DevTgStr: 1753 Addr: 2002 State: DISCONNECTED CCState: DISCONNECTED  
prevCCState: DIALING loggedIn: N  
16:03:52:775 PG1A-jgw1 Trace: CallInvalidEv CID: 17242255 CiscoCause: UNKNOWN  
MetaCode: META\_CALL\_ENDING CiscoFeatureReason: REASON\_REDIRECT  
16:03:52:775 PG1A-jgw1 Trace: MsgCallCleared: CID: 17242255 ConnDevID: /0

LocConnInfo: -1 Cause: 1015 Unique ID: 00000000007188F01DA492C00000000

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

6526: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} Found an incoming CISCO-GUID hdr : 1621710080-0000065536-  
0000000034-2739159562, Generated a new CVP-ID

hdr : 60A95500000100000000022A344420A

6527: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =  
60a95500-a314dfb-22-a344420a - [INBOUND]: Display Name [] Is Using  
Survivability [false] CallServer build CVP\_9\_0\_1\_0\_0\_0\_634

6528: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =  
60a95500-a314dfb-22-a344420a - [INBOUND]: Stripping 3 sigdigits from  
98765432109026 and saving them as [987]

6529: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-PARAM:  
{Thrd=DATAI.5} CALLGUID = 60A95500000100000000022A344420A LEGID =  
60a95500-a314dfb-22-a344420a - [INBOUND]: ReqURI (DN)  
sip:98765432109026@10.66.68.169:5060 FromURI sip:1753@10.66.68.163  
Video:false m\_needs\_postcallsurvey:false

6530: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} NEW CALL with guid=60A95500000100000000022A344420A  
legid=60a95500-a314dfb-22-a344420a dn=65432109026 ani=1753 uui=null  
calldate=Tue Nov 13 16:03:52 PST 2012 video=false cachecallcontext =  
false is\_postcallsurvey = false RouterCallKey = null RouterCallKeyDay =  
null RouterCallKeySequenceNumber = null

6531: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL  
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352851432269  
>>BODY: replyto=true callguid=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=, rcday=,  
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 = 60A955000001000000000022A344420A  
- Correlation ID routed call  
2612: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A955000001000000000022A344420A,  
DLGID = 150 [SIP\_LEG\_PRERTE\_CORRID] - Publishing ,,  
[ICM\_REQUEST\_INSTRUCTION], dialogueId=150, sendSeqNo=1,  
trunkGroupId=200, trunkNumber=0, serviceId=2, uui=,  
correlationId=6, location=, locationpkid=, pstntrunkgroupid=  
10.66.68.163 , pstntrunkgroupchannelnum=2147483647, sipheader=,,  
LEGID = 60a95500-a314dfb-22-a344420a, DNIS = 65432109026, ANI = 1753  
2613: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-85-ICM-925} CALLGUID = 60A955000001000000000022A344420A,  
DLGID = 150 [SIP\_LEG\_PRERTE\_CORRID] - Processing ,,  
[ICM\_DIALOGUE\_FAILURE\_EVENT], dialogueId=150, sendSeqNo=1,  
errorCode = E\_UNSPECIFIED\_FAILURE,, LEGID = 60a95500-a314dfb-22-a344420a,  
DNIS = 65432109026, ANI = 1753  
2614: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP\_9\_0\_ICM-7-CALL:  
{Thrd=pool-1-thread-85-ICM-925} CALLGUID = 60A955000001000000000022A344420A,  
DLGID = 150 [SIP\_LEG\_PRERTE\_CORRID] - Publishing ,,  
[MsgBus:DIALOGUE\_FAILURE], ssId=SYS\_SIP1,  
errorCode=E\_UNSPECIFIED\_FAILURE,, LEGID = 60a95500-a314dfb-22-a344420a,  
DNIS = 65432109026, ANI = 1753  
6532: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = 60A955000001000000000022A344420A  
LEGID = 60a95500-a314dfb-22-a344420a - [INBOUND] - DIALOGUE\_FAILURE from  
ICM Router sends 404 rejection to call. errorcode=15 [id:5004]  
6533: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-86-SIP-5317} Sending BUS MSG:>>HEADERS: (JMSType)=  
MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=1352851432285 >>BODY: callguid=  
60A955000001000000000022A344420A RouterCallKeySent=false causecode=1  
timezone=America/Los\_Angeles version=CVP\_9\_0 calldate=Tue Nov 13 16:03:52  
PST 2012 localOffset=-480 eventid=6 calllegid=60a95500-a314dfb-22-a344420a  
>>STATE: isTabular=false isWriteable=true cursor=-1  
6534: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP\_9\_0\_SIP-7-CALL:  
{Thrd=pool-1-thread-86-SIP-5317} CALLGUID =  
60A955000001000000000022A344420A LEGID = 60a95500-a314dfb-22-a344420a -  
[INBOUND] DURATION (msecs) = 16 - HANGUP with Call History  
6535: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800:  
%CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID =  
60A955000001000000000022A344420A LEGID = 60a95500-a314dfb-22-a344420a -  
[INBOUND] - ABNORMALLY ENDING - SIP code [404], Reason Hdr  
[SIP;cause=404] Not Found, GW call using SURV TCL flag [false],  
NON NORMAL flag [true], DNIS [65432109026], ANI [1753] with AGE  
(msecs) 16 and Call History : [id:5004]

## 分析

如果CVP为SigDigit配置，从被叫号码剥离一定数量的位。当CUCM发送与“VRU标签+相关性ID的”时呼叫，CVP从开始剥离一些位。结果是错误的相关性ID发送对ICM。在这种情况下，ICM发送VRU标签9876543210和相关性ID 9026。CUCM发送呼叫对CVP作为98765432109026。CVP为SigDigit配置= 3。CVP去掉987作为SigDigit。然后它拆分VRU标签，并且根据是10.出于65432109026的最大长度的相关性ID DNIS，是的相关性ID变为6什么CVP发送对ICM。并且正如所料，ICM返回未知相关性ID 6，并且为相关性ID 9026计时。在这种情况下，CUCM路由模式必须加前缀SigDigit (在这种情况下606)到VRU标签路由到CVP。

## 结论

排除故障“对VRU的发送”也许时常似乎难或“请运行Ext脚本”，但是可以是容易，如果正确方法被跟随。由于在多个应用程序的从属关系，它也许要求您通过日志/跟踪从多个设备。这是跟随的合理的步骤：

1. 从路由器日志开始。确定路由器是否分配VRU级别和VRU脚本运行。
2. 检查CVP登录顺序确定到消息流呼叫多远是。

这两个步骤给提供一非常好了解呼叫状态并且导致您下一步，是否是调试Cisco IOS VXML网关，VXML服务器，等等。