

# 排除VXML网关录音限制设置故障

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## Introduction

本文描述如何排除问题故障与在Cisco用户语音门户(CVP)呼叫工作室应用程序和Cisco语音XML(VXML)网关之间的录音有关。

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## Prerequisites

## Requirements

Cisco 建议您了解以下主题：

- CVP服务器
- CVP呼叫工作室
- Cisco VXML网关
- Cisco Unified智能联络管理(ICM) , Cisco Unified Contact Center Enterprise (UCCE)配置

## Components Used

本文的信息根据：

- CVP服务器版本9.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## [问题](#)

在呼叫工作室应用程序，类似例如礼貌回拨(CallbackEntry)，系统记录呼叫人的名字为32正如在呼叫在音频节点属性的工作室应用程序设置作为最大记录时间作为180秒的秒。

## Troubleshoot

步骤1. Enable (event) VXML网关日志。

调试vxml应用程序全部(仅实验室环境)

步骤2. 从applicaton收集活动日志，位于C:\Cisco\CVP\VXMLServer\Applications\ {应用程序} \日志\ ActivityLog \

从活动日志您能看到记录元素sarts :

### [掠夺者](#)

10.186.14.2.1377669482865.23.CallBack,08/28/2013 01:58:02.927,Record\_01,enter ,  
10.186.14.2.1377669482865.23.CallBack,08/28/2013  
01:58:02.927,Record\_01,interaction,audio\_group,initial\_audio\_group  
10.186.14.2.1377669482865.23.CallBack,08/28/2013  
01:58:02.927,Record\_01,enter,10.186.14.2.1377669482865.23.CallBack,08/28/2013  
01:58:02.927,Record\_01,interaction,audio\_group,initial\_audio\_group  
并且32个几秒后终止(256kb)

### [掠夺者](#)

### [掠夺者](#)

10.186.14.2.1377669482865.23.CallBack,08/28/2013 01:58:41.005,Record\_01,data,duration ,  
**32000**  
10.186.14.2.1377669482865.23.CallBack,08/28/2013 01:58:41.005,Record\_01,data,size ,  
**256000**  
10.186.14.2.1377669482865.23.CallBack,08/28/2013 01:58:41.005,Record\_01,data,maxtime,false  
10.186.14.2.1377669482865.23.CallBack,08/28/2013  
01:58:41.005,Record\_01,data,filename,+911244358000\_20130828\_015802.wav  
10.186.14.2.1377669482865.23.CallBack,08/28/2013  
01:58:41.005,Record\_01,data,filepath,C:\Temp\+911244358000\_20130828\_015802.wav  
10.186.14.2.1377669482865.23.CallBack,08/28/2013 01:58:41.005,Record\_01,exit,done  
10.186.14.2.1377669482865.23.CallBack,08/28/2013  
01:58:41.005,Record\_01,data,duration,3200010.186.14.2.1377669482865.23.CallBack,08/28/201  
3 01:58:41.005,Record\_01,data,size,25600010.186.14.2.1377669482865.23.CallBack,08/28/2013  
01:58:41.005,Record\_01,data,maxtime,false10.186.14.2.1377669482865.23.CallBack,08/28/2013  
01:58:41.005,Record\_01,data,filename,+911244358000\_20130828\_015802.wav10.186.14.2.1377  
669482865.23.CallBack,08/28/2013  
01:58:41.005,Record\_01,data,filepath,C:\Temp\+911244358000\_20130828\_015802.wav10.186.1  
4.2.1377669482865.23.CallBack,08/28/2013 01:58:41.005,Record\_01,exit,done

步骤2.收集VXML网关日志。

在VXML GW yousee错误(mr\_stop\_record : mc=0x3D19748 , cause=MS\_STOP\_MAX\_MEM , 终止 , RAM)

## 掠夺者

```
010331 : Aug 28 05:58:28.805 : mr_stream_save_voice : 从vsp返回的数据 : 32000
010332 : Aug 28 05:58:32.805 : mr_stream_save_voice : 从vsp返回的数据 : 32000
010333 : Aug 28 05:58:36.801 : mr_stream_save_voice : 从vsp返回的数据 : 32000
010334 : Aug 28 05:58:40.801 : mr_stream_save_voice : 从vsp返回的数据 : 32000
010335 : Aug 28 05:58:40.825 : $ mr_vsp_notify_callback : msfc evt 0x1000 cid=0x2B7679
010336 : Aug 28 05:58:40.825 : $ mr_vsp_notify_callback : 数据超出最大 , mc=0x3D19748 ,
cid=0x2B7679
010337 : Aug 28 05:58:40.825 : //2848377//MSM : /mr_stop_record : mc=0x3D19748 ,
cause=MS_STOP_MAX_MEM , 终止 , RAM
010338 : Aug 28 05:58:40.825 : mr_vsp_flush_stream : stream=0x15ED57B8 , cid=0x2B7679
010339 : Aug 28 05:58:40.825 : mr_stream_save_voice : 从vsp返回的数据 : 160
010340 : Aug 28 05:58:40.825 : 被到达的MAX MEM : Delta 160 maxmem : 256000

010331 : Aug 28 05:58:28.805 : mr_stream_save_voice : 从vsp返回的数据 : 32000010332
: Aug 28 05:58:32.805 : mr_stream_save_voice : 从vsp返回的数据 : 32000010333 : Aug 28
05:58:36.801 : mr_stream_save_voice : 从vsp返回的数据 : 32000010334 : Aug 28
05:58:40.801 : mr_stream_save_voice : 从vsp返回的数据 : 32000010335 : Aug 28
05:58:40.825 : $ mr_vsp_notify_callback : msfc evt 0x1000 cid=0x2B7679010336 : Aug 28
05:58:40.825 : $ mr_vsp_notify_callback : 数据超出最大 , mc=0x3D19748 ,
cid=0x2B7679010337 : Aug 28 05:58:40.825 : //2848377//MSM : /mr_stop_record
: mc=0x3D19748 , cause=MS_STOP_MAX_MEM , 终止 , RAM010338 : Aug 28 05:58:40.825
: mr_vsp_flush_stream : stream=0x15ED57B8 , cid=0x2B7679010339 : Aug 28 05:58:40.825
: mr_stream_save_voice : 从vsp返回的数据 : 160010340 : Aug 28 05:58:40.825 : 被到达的
MAX MEM : Delta 160 maxmem : 256000
```

## 解决方案

在VXML网关中，请增加ivr record memory session用此命令。

```
gw(config)#ivr记录内存会话 ? <0-256000>内存以Kbyte
```