VXML網關無法在檔案成功載入後快取音訊檔案

目錄

簡介

本檔案介紹如何在成功載入語音可擴充標籤語言(VXML)閘道中排解音訊檔案快取問題的疑難問題。

必要條件

需求

思科建議您瞭解以下主題:

Cisco Unified Contact Center Enterprise(UCCE)綜合呼叫流程

採用元件

本文件所述內容不限於特定軟體和硬體版本。

問題

當呼叫者撥打聯絡中心號碼時,會聽到幾秒鐘的靜音,然後顯示音訊提示。

驗證VXML網關後,來自主思科語音門戶(CVP)媒體伺服器的音訊檔案不在快取中,而來自輔助 CVP媒體伺服器快取的音訊檔案相同。

手動從CVP主媒體伺服器載入音訊檔案,顯示成功,但該檔案列為非快取條目。

Non-cached entries

Ref Size

1 17810

url: http://10.66.75.48/en-us/app/test/2.wav

1 17810 url: http://10.66.75.48/en-us/app/test/3.wav

疑難排解

啟用dubug http client all,然後進行測試呼叫。

在日誌中,有一個屬性

Cache-Control:no-cache

```
Jan 10 03:05:13.949 UTC: //1268364//HTTPC:/httpc_msg_read: Start processing 536 bytes data
Jan 10 03:05:13.949 UTC: //1268364//HTTPC:/httpc_msg_read: Stored msg. body: len=536
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_socket_read: socket readable fd: 0
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_socket_read:
Jan 10 03:05:13.953 UTC: read data from the socket 0 : first 400 bytes of data:
<?xpacket end="w"?> Cr8rT(Unprintable
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_msg_read: Start processing 492 bytes data
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_msg_read: Stored msg. body: len=492
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_socket_read: MSG_COMPLETE:
rsp_code(200),msg(185FD39C)URL:http://media/en-us/app/Beacon/ROS_Monitor.wav, fd(0)
Jan 10 03:05:13.953 UTC: processing server rsp msg: msg(185FD39C)URL:http://media/en-
us/app/Beacon/xxxxx.wav, fd(0):
Jan 10 03:05:13.953 UTC: Request msg: GET /en-us/app/Beacon/ROS_Monitor.wav HTTP/1.1
Jan 10 03:05:13.953 UTC: Message Response Code: 200
Jan 10 03:05:13.953 UTC: Message Rsp Decoded Headers:
Jan 10 03:05:13.953 UTC: Cache-Control:no-cache
Jan 10 03:05:13.953 UTC: Date:Wed, 10 Jan 2018 03:05:09 GMT
Jan 10 03:05:13.953 UTC: Content-Length:114386
Jan 10 03:05:13.953 UTC: Content-Type:audio/wav
Jan 10 03:05:13.953 UTC: ETag:"e9d02a87074d11:0"
Jan 10 03:05:13.953 UTC: Last-Modified:Tue, 01 Mar 2016 21:22:58 GMT
Jan 10 03:05:13.953 UTC: headers:
Jan 10 03:05:13.953 UTC: HTTP/1.1 200 OK
Cache-Control: no-cache
Content-Type: audio/wav
Last-Modified: Tue, 01 Mar 2016 21:22:58 GMT
Accept-Ranges: bytes
ETaq: "e9d02a87074d11:0"
Server: Microsoft-IIS/7.5
X-Powered-By: ASP.NET
Date: Wed, 10 Jan 2018 03:05:09 GMT
Content-Length: 114386
```

問題的根本原因是在實驗室重建後發現的。為了重新建立場景,我們採取了以下步驟:

步驟1.在CVP媒體伺服器下,在此檔案路徑中建立測試資料夾:

步驟2.在IIS管理器下,找到剛建立的資料夾,然後按兩下該資料夾



步驟3.按兩下HTTP響應報頭,如下圖所示

8 <u>-</u>	Internet Information Services (IIS) Manager	
COL115CVPCAL	.01 → Sites → Default Web Site → en-us → app → test →	🐱 🛛 🏠 🕡 🗸
File View Help		
Connections Start Page Start Page COL115CVPCALL01 (COL115C) Application Pools Image: Colling Creeting_FTP Image: Colling Cree	Filter: • • • • • • • • • • • • • • • • • • •	Actions Open Feature
Ready		₩ .:
UISCO		A A A / A / A A

步驟4.按一下右側面板上的add並輸入屬性,如下圖所示

名稱: 快取控制

值:no-cache

PCAL	LO1 → Sites → I	Default Web Site 🕨 e	en-us ▶ app ▶ test)	,	
	<u> </u>	D Paspapsa III	Actions		
1150	Use this feature	to configure HTTP he	Add Set Common Headers		
	Group by: Ent	ту Туре 🔹	🕡 Help		
	Name 📩	Value	Entry Type		
[P	Local			^	

Edit Custom HTTP Response Header	?	x
Name:		
Cache-Control		
Value:		
no-cache		
ОК	Cancel	

驗證

步驟1.在IIS測試資料夾中新增屬性之前,載入音訊檔案CVP Media server IP address/enus/app/test1.wav

Cached entries _____ entry 150, 1 entries Ref FreshTime Age Size context ---- ----____ _____ 360 2 86400 17810 0 url: http://10.66.75.48/en-us/app/test/1.wav 步驟2.新增值為no-cache的Cache-control,並從測試資料夾載入音訊檔案 10.66.75.48/en-us/app/test/2.wav 10.66.75.48/en-us/app/test/3.wav 這兩個音訊檔案現在列在非快取條目中: Cached entries ================ entry 150, 1 entries Ref FreshTime Age Size context _____ ___ ____ _ _ _ _____ 86400 360 0 17810 2 url: http://10.66.75.48/en-us/app/test/1.wav Non-cached entries _____ Ref Size ____ ___ 17810 1 url: http://10.66.75.48/en-us/app/test/2.wav 17810 1 url: http://10.66.75.48/en-us/app/test/3.wav

步驟3.從其他資料夾載入音訊檔案

10.66.75.48/en-us/app/whisper.wav

它只顯示受屬性影響的測試資料夾。

Maximum memory pool allowed for HTTP Client caching = 15000 K-bytes Maximum file size allowed for caching = 500 K-bytes Total memory used up for Cache = 36901 Bytes Message response timeout = 30 secs Total cached entries = 2 Total non-cached entries = 2 Cached entries _____ entry 150, 1 entries Size context Ref FreshTime Age ---- ----____ _____ 86400 360 17810 0 2 url: http://10.66.75.48/en-us/app/test/1.wav entry 166, 1 entries Ref FreshTime Age Size context --- ---- ---____ _____ 4691902 2495 17810 0 1 url: http://10.66.75.48/en-us/app/whisper.wav Non-cached entries _____ Ref Size ____ ____ 17810 1 url: http://10.66.75.48/en-us/app/test/2.wav

相關資訊

17810

url: http://10.66.75.48/en-us/app/test/3.wav

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https://support.microsoft.com/en-au/help/247404/how-to-modify-the-cache-control-http-header-when-you-use-iis