

Passo della procedura consigliata sull'eccezione nello script UCCX

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Introduzione

In questo documento viene descritto come configurare il passaggio **OnException Goto** in uno script Unified Contact Center Express (UCCX).

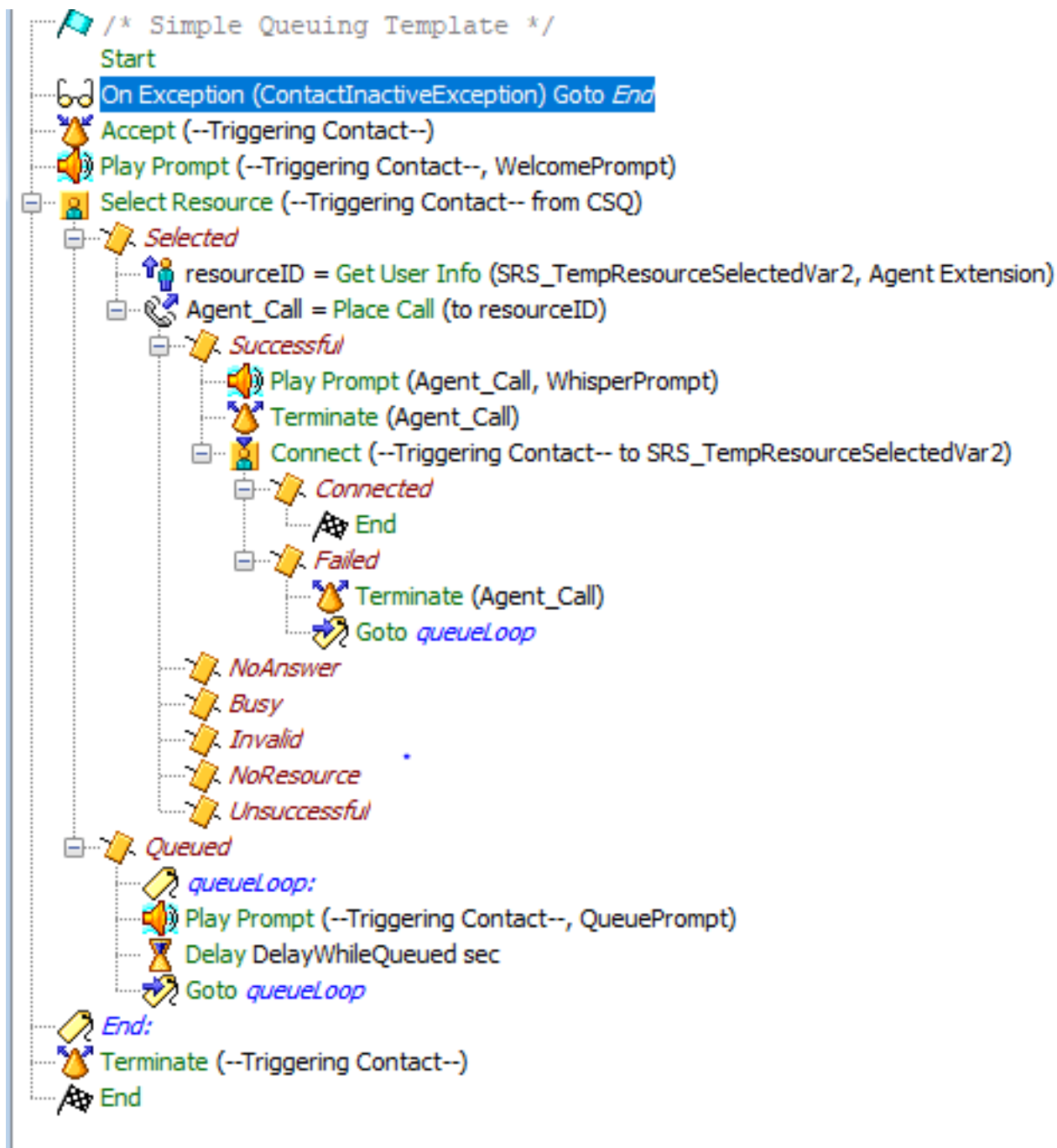
I problemi rilevati in molti flussi di chiamata sono causati da un utilizzo non corretto di questo passaggio. Questa procedura ottimale ha lo scopo di prevenire problemi nel flusso di chiamate e nel livello del motore durante l'utilizzo di questa funzione.

Problema

L'oggetto **OnException** per un oggetto **ContactInactiveException** viene utilizzato per scenari in cui la chiamata è già stata disconnessa (non più attiva), ovvero terminata all'estremità remota.

Queste immagini mostrano un modo comune di configurare questo passaggio e fanno in modo che il passaggio **Vai** punti alla fine dello script.

Tuttavia, fare riferimento a questa immagine negli scenari errati. Il passaggio **Termina** viene utilizzato dopo l'etichetta Fine per una chiamata già disconnessa.



Quando si disconnette la chiamata durante l'esecuzione dello script, il passo **OnException** viene eseguito 1000 volte e genera un avviso ("Numero massimo di passi raggiunto: 1000"). Anche se questo errore non influisce sul motore o sulla produzione, si tratta di un problema del motore che genera un avviso.

La terminazione di una chiamata già inattiva (eliminata dalla parte remota) causa la generazione di un'altra **eccezione ContactInactiveException**.

In sostanza, Contact Inactive Exceptions viene continuamente ripetuto e generato, il che provoca la generazione di un maggior numero di eccezioni. Si tratta di un ciclo Exception.

Questi log mostrano il problema:

```
// application getting triggered//
```

Line 1999: Trigger:
ContactApplicationTrigger[time=1526359880518,locale=en_US,cfg=JTAPITriggerConfig[schema=ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI
Trigger,name=3014804565,type=Cisco JTAPI
Trigger,appName=Clinical_Center_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en_US,parms={},taskGroups=[],controlClass=class
com.cisco.call.CallControlChannel,controlGroupId=7,contactGroups=[GroupInfo[class=com.cisco.dialog.DialogChannel,id=0]],dn=3014804565,redirectCSS=default,cmDeviceName=ClinicalCAdmin,cmDeviceInvalid=false,cmDescription=Clinical Center Admin,cmDevicePoolUUID={ED1A849A-1601-36F6-3254-25D867408A73},cmDevicePoolName=CIT_UCCX_DP,cmCallingSearchSpaceUUID=,cmCallingSearchSpaceName=None,cmLocationUUID={29C5C1C4-8871-4D1E-8394-0B9181E8C54D},cmLocationName=Hub_None,cmPartitionUUID={11C5CF59-66A5-02E4-9A1B-A5B2853B9127},cmPartitionName=All-Phones_pt,cmVoiceMailProfileUUID=,cmVoiceMailProfileName=None,cmCallPickUpGroupUUID=,cmCallPickUpGroupName=,cmDisplay=...

Line 2001: ID: 29000007909

Line 2099: 1934897: May 15 00:51:20.521 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Start

Line 2101: 1934899: May 15 00:51:20.521 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : On Exception(ContactInactiveException) Goto End

Line 2139: 1934937: May 15 00:51:20.524 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Delay 1 sec

Line 2142: 1934940: May 15 00:51:21.525 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Accept (--Triggering Contact--)

// Customer disconnecting the call//

Line 2257: 1935055: May 15 00:51:36.481 EDT %MIVR-SS_TEL-7-UNK:[MIVR_SS_TEL_PORT_QEXE_2951-77-2-TERM_CONN_EV:2951] RequestImpl: CallID:3586
MediaId:11102124/2 Task:29000007909 gets TermConnDroppedEv, meta code:132, cause code:100

Line 2258: 1935056: May 15 00:51:36.481 EDT %MIVR-SS_TEL-7-UNK:[MIVR_SS_TEL_PORT_QEXE_2951-77-2-TERM_CONN_EV:2951] RequestImpl: CallID:3586
MediaId:11102124/2 Task:29000007909, TerminalConnection to Terminal: ClinC_2951 is DROPPED, 11102124/2

// call is ended and call loops and END step is executed for 1000 times and RTMT alert is generated for the disconnected call//

Line 2260: 1935058: May 15 00:51:36.488 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : End:

Line 3260: 1936058: May 15 00:51:36.569 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Terminate (--Triggering Contact--)

Line 3261: 1936059: May 15 00:51:36.573 EDT %MIVR-APP_MGR-3-TASK_ABORTED:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFWorkflowAppDebugTaskWrapper: Application task aborted:
Application=App[name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,desc=Clinical_Center_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2015-01-13
23:42:42.0,recordId=131,desc=Clinical_Center_Admin,name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter_ADMIN.aef],defaultScript=,vars=[],defaultVars=null]]],Application
Trigger=ContactApplicationTrigger[time=1526359880518,locale=en_US,cfg=JTAPITriggerConfig[schema=ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI
Trigger,name=3014804565,type=Cisco JTAPI
Trigger,appName=Clinical_Center_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en_US,parms={},taskGroups=[],controlClass=class com.c...

Line 3261: 1936059: May 15 00:51:36.573 EDT %MIVR-APP_MGR-3-

```
TASK_ABORTED:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef]
WFWorkflowAppDebugTaskWrapper: Application task aborted:
Application=App[name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,desc=Clinical_Center_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf
ig[schema=ApplicationConfig,time=2015-01-13
23:42:42.0,recordId=131,desc=Clinical_Center_Admin,name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter_ADMIN.aef
],defaultScript=,vars=[],defaultVars=null]],Application
Trigger=ContactApplicationTrigger[time=1526359880518,locale=en_US,cfg=JTAPITriggerConfig[schema=
ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI
Trigger,name=3014804565,type=Cisco JTAPI
Trigger,appName=Clinical_Center_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en_US,parm
s={},taskGroups=[],controlClass=class com.c... Line 2261: 1935059: May 15 00:51:36.488 EDT
%MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef]
WFTracingLogImpl: Execute step of Task 29000007909 : Terminate (--Triggering Contact--)
```

//RTMT ALERT//

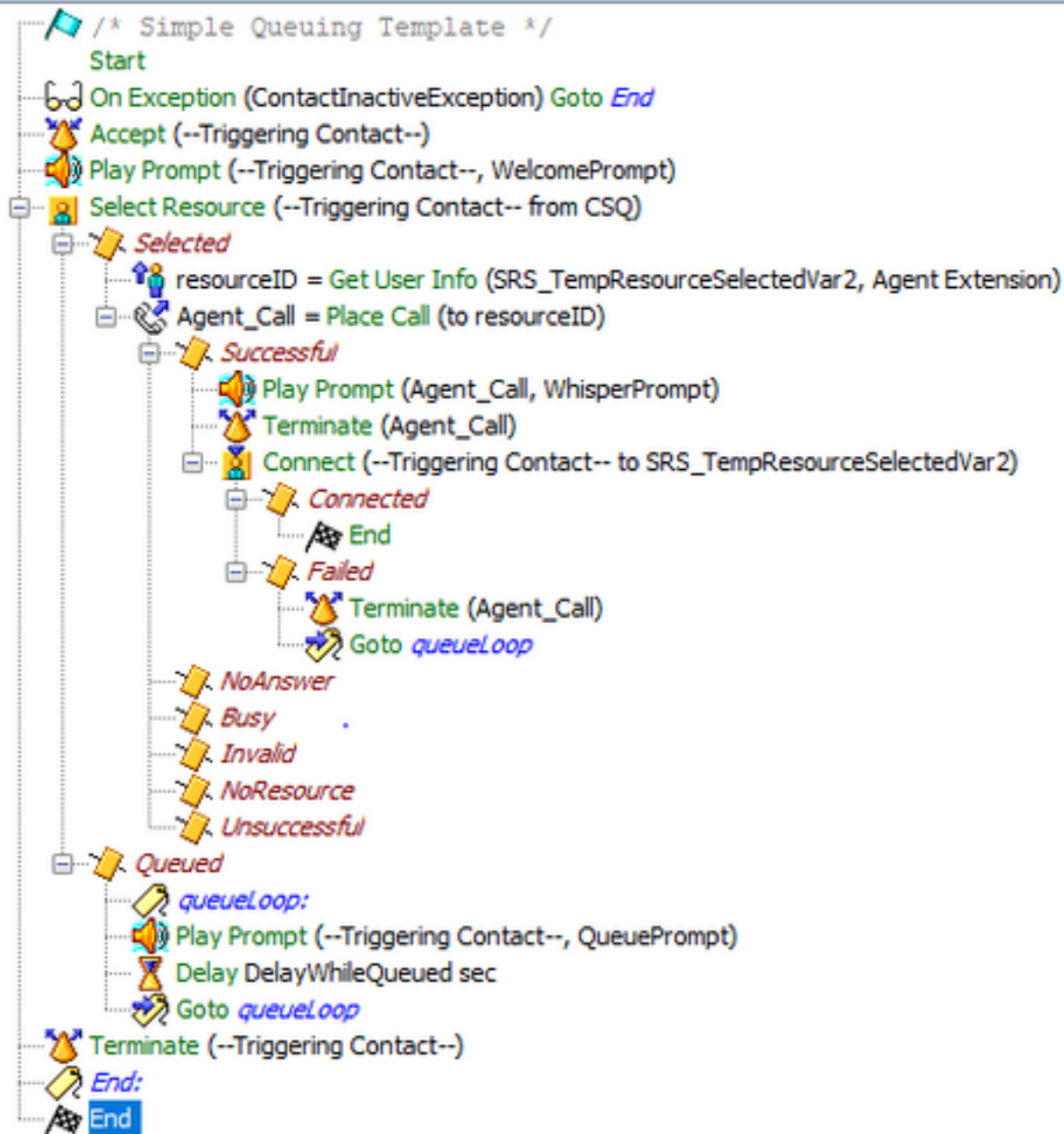
```
Message: : 235: citvoip-ccxsvr-b.net.nih.gov: May 15 2018 12:40:22 AM.980 UTC : %UC_APP_MGR-3-
TASK_ABORTED:
%[app.trigger=ContactApplicationTrigger[time=1526344761313,locale=en_US,cfg=JTAPITriggerConfig[s
chema=ApplicationTriggerConfig,time=2018-05-13
][exception=com.cisco.wfframework.obj.WFMaxExecutedStepsExceededException: No. of executed
steps: 1000][UNKNOWN_PARAMTYPE:Task id=29000007864][app=App[name=NLM_Inbound,type=Cisco Script
Application,id=202,desc=NLM_Inbound,enabled=true,max=50,valid=true,cfg=[ApplicationConfig[]][task
.class=class com.cisco.app.impl.WFWorkflowAppDebugTaskWrapper][ClusterID=][NodeID=citvoip-
ccxsvr-b]: Application task aborted
```

Soluzione

Per risolvere il problema, è necessario saltare il passaggio Termina dopo il passaggio Goto Label, ovvero fare riferimento alla figura 2 per configurare il passaggio **END** del passaggio **Goto dopo il passaggio Termina**, oppure rimuovere del tutto il **passaggio OnException** e l'etichetta **END** corrispondente.

Il riepilogo non prevede l'interruzione di una chiamata InActive e il tentativo di intercettare l'eccezione ContactInactive. Ciò è logicamente errato.

L'immagine mostra lo script corretto.



Log di lavoro

// working call//

```

Line 5048: 1951439: May 15 01:39:50.491 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Start
Line 5049: 1951440: May 15 01:39:50.491 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Delay 2 sec
Line 5112: 1951503: May 15 01:39:52.492 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Accept (--Triggering Contact--)
Line 5116: 1951507: May 15 01:39:52.500 EDT %MIVR-SS_TEL-7-UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] RequestImpl: CallID:3591 MediaId:11104504/2 Task:29000007915, TerminalConnection to Terminal: ClinC_2903 is ACTIVE
Line 5120: 1951511: May 15 01:39:52.501 EDT %MIVR-SS_TEL-7-UNK:[(P1-10.129.7.10)EventThread] InCallObserverImpl: CallID:3591 MediaId:11104504/2 Task:29000007915 com.cisco.jtapi.CiscoMediaOpenLogicalChannelEvImpl received

```

//customer disconnects the call//

Line 5232: 1951623: May 15 01:40:10.953 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] RequestImpl: CallID:3591
MediaId:11104504/2 Task:29000007915 gets TermConnDroppedEv, meta code:132, cause code:100

Line 5233: 1951624: May 15 01:40:10.953 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] RequestImpl: CallID:3591
MediaId:11104504/2 Task:29000007915, TerminalConnection to Terminal: ClinC_2903 is DROPPED,
11104504/2

Line 5236: 1951627: May 15 01:40:10.955 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] CallImpl: Call.abandoned()
JTAPICallContact[id=3591,type=Cisco JTAPI
Call,implId=11104504/2,active=false,state=CALL_DISCONNECTED,inbound=true,handled=false,locale=en
_US,aborting=false,app=App[name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,desc=Clinical_Center_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf
ig[schema=ApplicationConfig,time=2018-05-15
01:38:54.0,recordId=1168,desc=Clinical_Center_Admin,name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter_ADMIN.aef
,defaultScript=,vars=[],defaultVars=null]],task=29000007915,session=Session[id=001-
0x131794c237,parent=null,active=true,state=SESSION_IDLE,time=1526362790448],seqNum=0,time=152636
2790447,cn=3014804565,dn=3014804565,cgn=2673343616,ani=null,dnis=null,clid=null,atype=DIRECT,lrd
=null,ocn=3014804565,odn=null,uui=null,aniii=null,ced=n...

Line 5237: 1951628: May 15 01:40:10.956 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] InCallObserverImpl: CallID:3591
MediaId:11104504/2 Task:29000007915, released TP[type=Cisco CTI
Port,id=25,implId=2903,active=false,state=IDLE] from 3014804565, and releasing udpPort 28084

Line 5238: 1951629: May 15 01:40:10.956 EDT %MIVR-SS_TEL-7-
UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] InCallObserverImpl: CallID:3591
MediaId:11104504/2 Task:29000007915 com.cisco.jtapi.TermObservationEndedEvImpl received

// call is disconnected with no exception//

Line 5286: 1951640: May 15 01:40:11.832 EDT %MIVR-SS_CM-7-
UNK:[MIVR_SS_RMCM_RmCmCleanupThread-370-0-RmCmCleanupThread] ContactMgr: Cleanup detected final
state of afw ct: JTAPICallContact[id=3591,type=Cisco JTAPI
Call,implId=11104504/2,active=false,state=CALL_DISCONNECTED,inbound=true,handled=false,locale=en
_US,aborting=false,app=App[name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,desc=Clinical_Center_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf
ig[schema=ApplicationConfig,time=2018-05-15
01:38:54.0,recordId=1168,desc=Clinical_Center_Admin,name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter_ADMIN.aef
,defaultScript=,vars=[],defaultVars=null]],task=29000007915,session=Session[id=001-
0x131794c237,parent=null,active=false,state=SESSION_DISPOSED,time=1526362790448],seqNum=0,time=1
526362790447,cn=3014804565,dn=3014804565,cgn=2673343616,ani=null,dnis=null,clid=null,atype=DIREC
T,lrd=null,ocn=3014804565,...