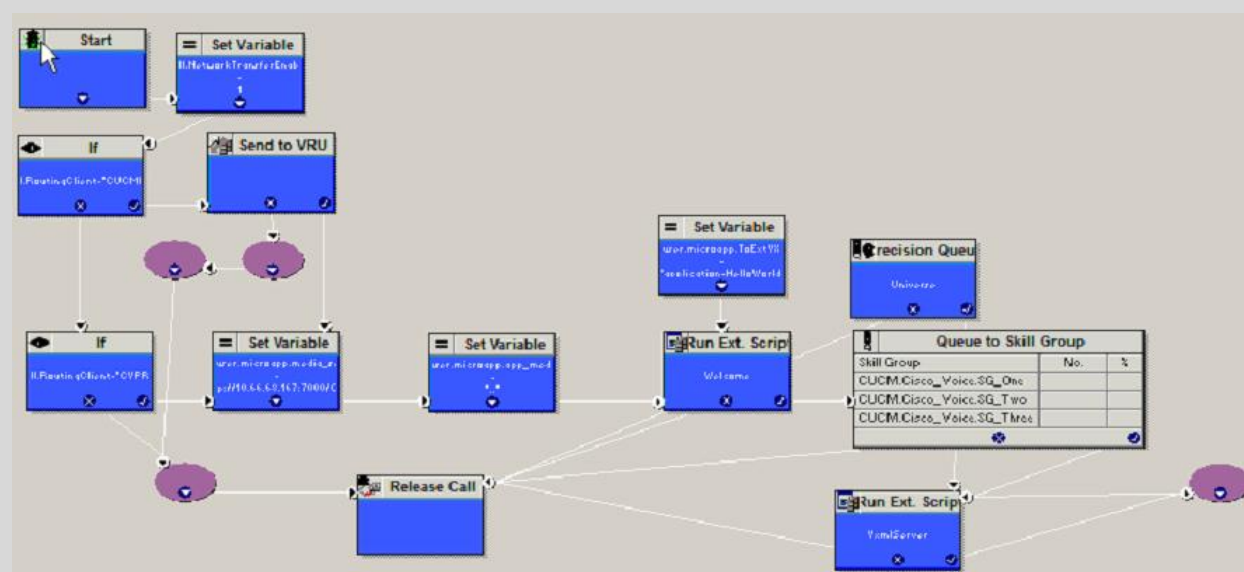
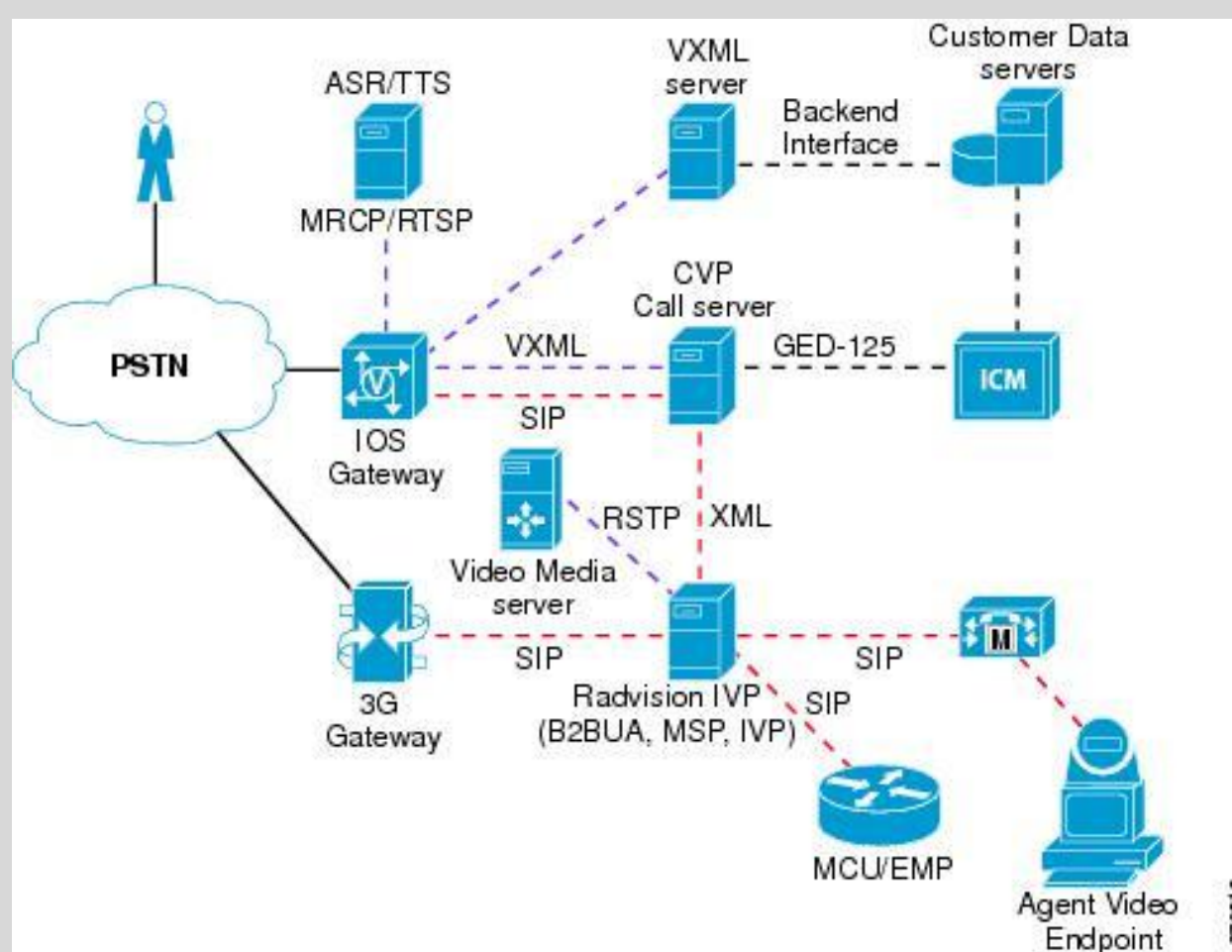


## “Send to VRU” and/or “Run Ext Script” with CVP Troubleshooting Guide



Author: Abu Hadee (ashadee@cisco.com)

Reviewers: Kabeer Noorudeen (kabeer@cisco.com)

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## 1.0 Introduction

In CVP deployments, call failures at “Send to VRU” or “Run Ext Script” node are very common. Even though it is just a single node in ICM, there are lots of signaling events that need to occur on CVP, the VXML Gateway and/or VXML Server. There are a number of places configuration must be done correctly. Most failures happen due to misconfiguration or a failure outside of ICM.

With this document, I am hoping to demystify the “Send to VRU” or “Run Ext Script” failure. The approach taken is called “Predictive Troubleshooting”. What I mean by predictive troubleshooting is, we’ll make you aware of the problem based on the logs, the related behavior and how best to address it.

Once we are familiar with the most common configuration problems and /or failure on devices, it will be easier to troubleshoot real problems in customer production networks.

## 2.0 Background of “Send to VRU” or “Run Ext Script” node

When Call arrived on ICM via CVP or CUCM or any other PG, ICM may need VRU treatment for playing announcement, collect user input. But to do so, ICM needs to send the call to Network VRU first. Only network VRU can play announcement and collect user input. So, if call arrives from PSTN to ICM via CVP or CUCM, ICM needs to use “Send to VRU” node to send call to a network vru. There are some nodes which has implicit “Send to VRU” like “Run Ext Script” or “Queue to Skill Group”. Once call arrives Network VRU, ICM then execute the “Run External Script” Node.

## 3.0 How ICM identifies which VRU to use

When ICM receives call from CVP Routing client, if the Call is needed to be sent to Network VRU, ICM looks for the Customer Instance configured for the Dialed Number. Once Customer Instance is identified, ICM uses Network VRU configured for that Customer Instances. Then ICM find the label for the Routing Client in that Network VRU. Along with Correlation ID, ICM sends VRU label to CVP Routing Client. When a Customer Instance is not configured, default network VRU must be configured. But as best practice, Customer Instance should always be defined on Dialed Number.

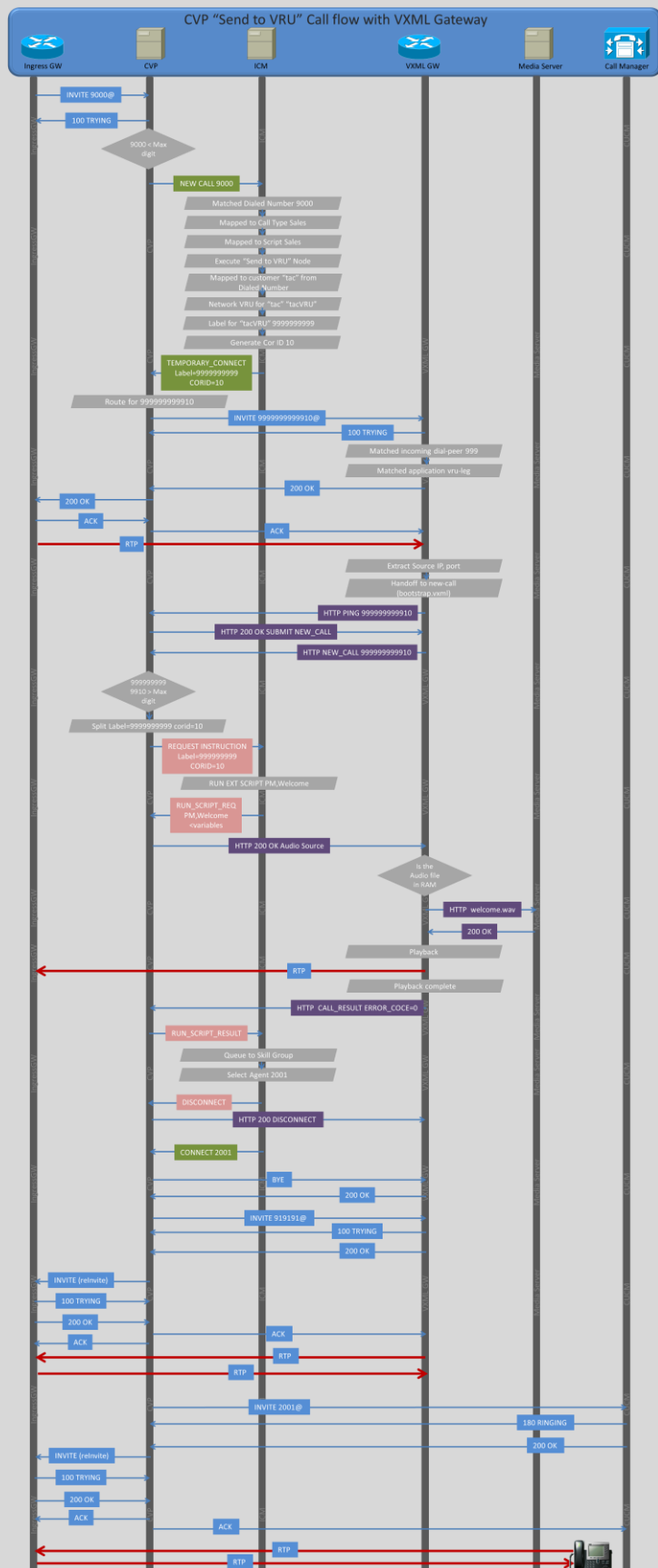
## 4.0 Ladder Diagram

The call flow changes depend on where the call is originated and reaching to ICM. It also depends on the signaling protocol used for the call. Based that, here are the different ladder diagram that we will use

1. SIP – PSTN Gateway sends call to CVP and CVP sends to ICM
2. SIP – CUCM sends the call to ICM and transfer to CVP

SIP - PSTN Gateway sends call to CVP and CVP sends to ICM

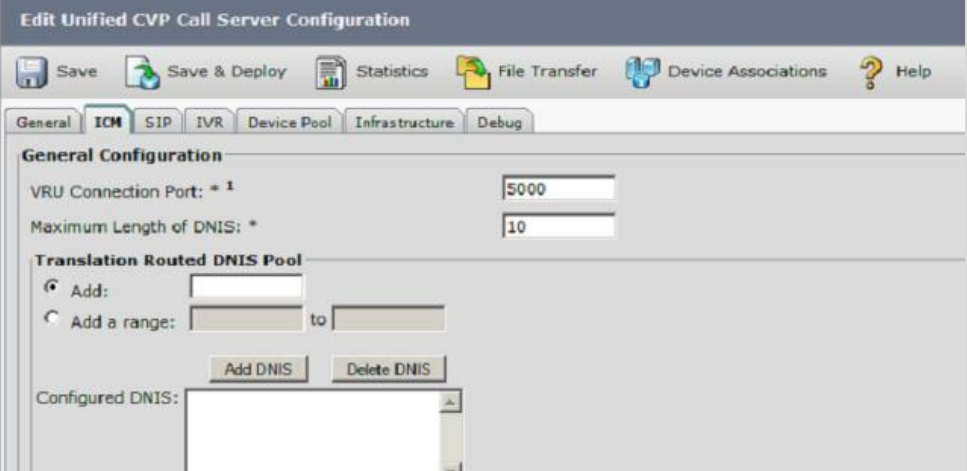
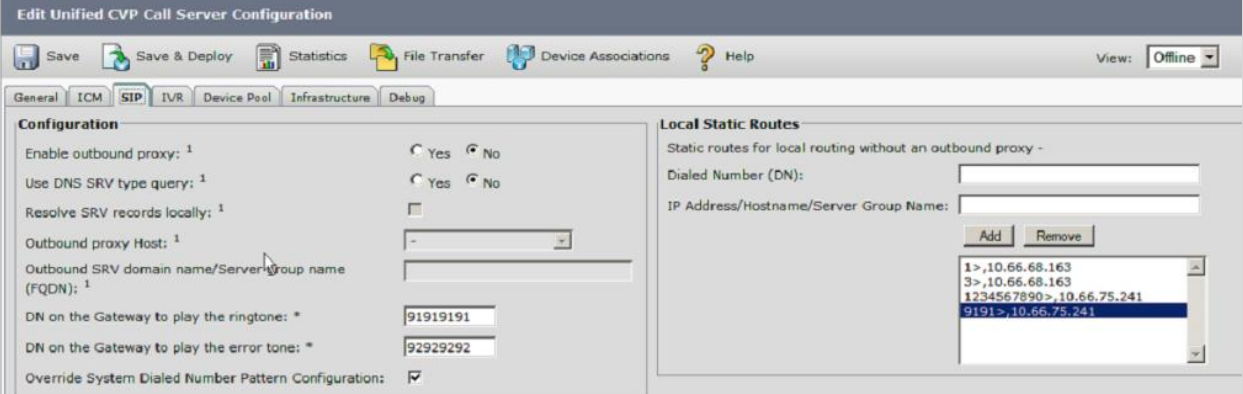
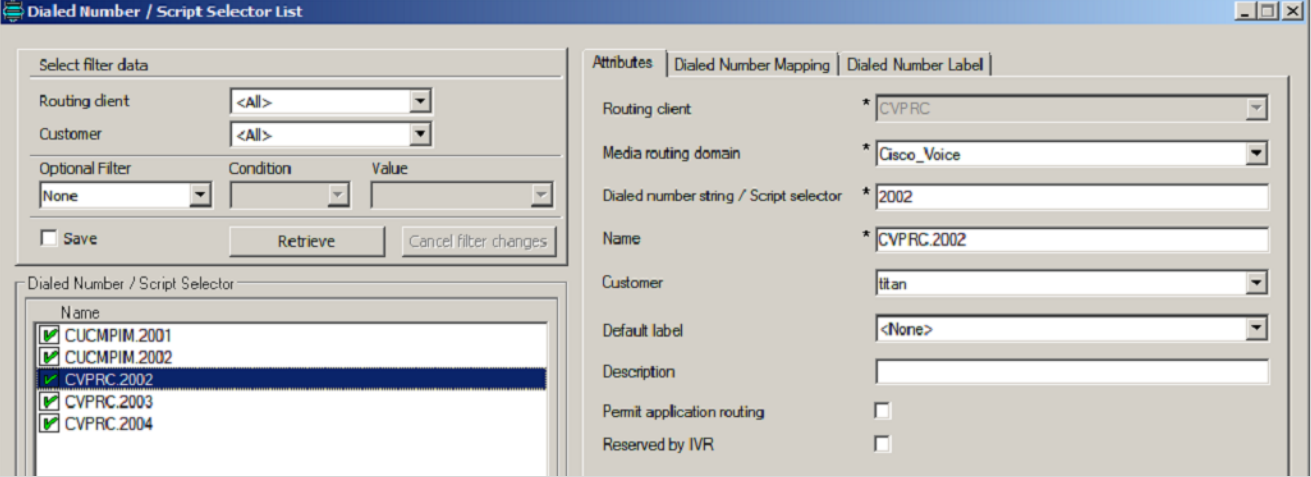
(Note: due to large size of the image, the image may require 200% magnification to view properly)



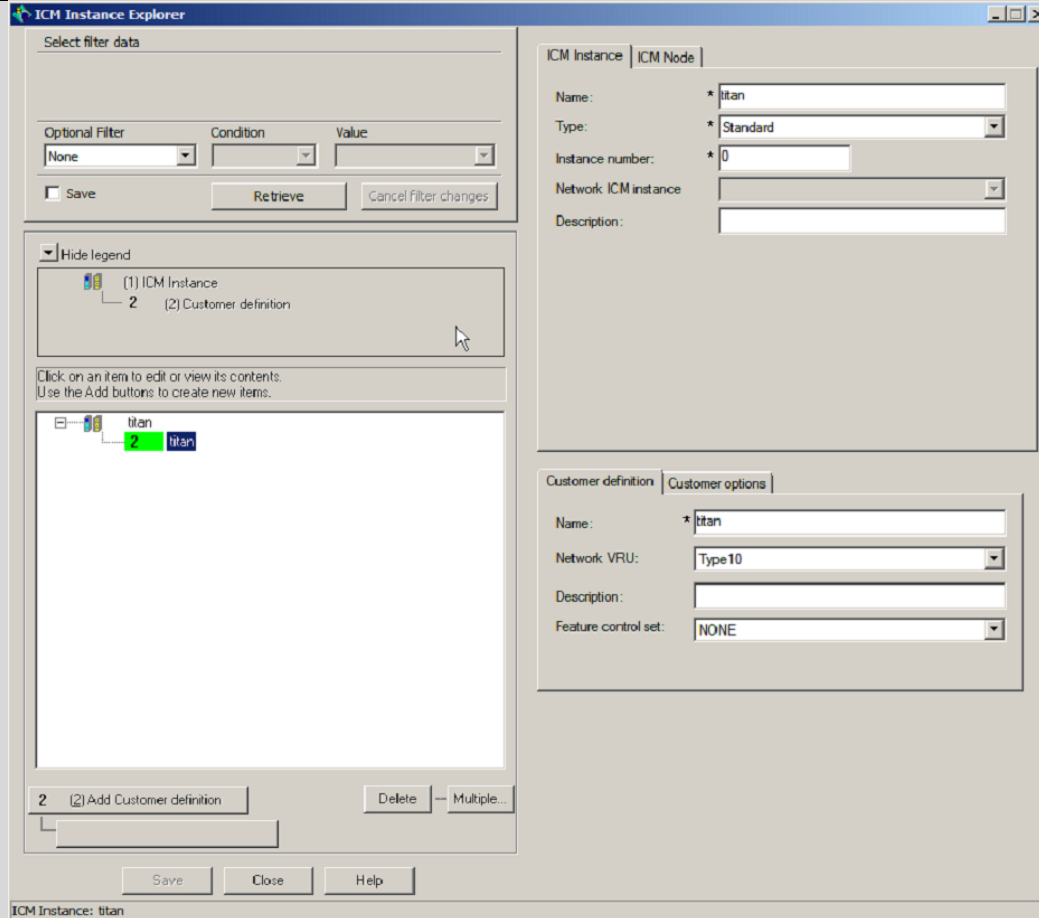
1. Ingress Gateway sends INVITE to CVP
2. CVP Returns with 100 TRYING
3. CVP checks if it is new call or VRU call. It checks the DNIS length. If the DNIS length is less or equal to the "Max DIGIT" define in ICM subsystem, CVP knows it is new call.
4. CVP Sends NEW\_CALL request to ICM
5. Once ICM PG will convert the NEW\_CALL to Route Request and send to ICM Router
  - a. ICM Router tries to match the Route Request DNIS with Dialed Number
  - b. Once Dialed Number is matched, ICM will map it to a call\_type
  - c. Once Call Type is matched, it will be mapped to a Script. If the Script is scheduled to run now, ICM Router will execute the Script
  - d. Once Scripts hits the "Send to VRU" or "Run Ext Script" node, ICM needs to send the call to VRU. So, it tries to find which Network VRU.
  - e. Based on the Dialed Number, ICM finds which Customer this Dialed Number belongs to.
  - f. Once Customer is found, ICM will find which Network VRU will be used.
  - g. ICM Router picks the label defined for CVP RC, generate Correlation ID
6. CVP gets the label 9999999999 and corid 10. It combines it, looks for route. Since we are not using proxy, so it is static route defined under SIP
7. CVP sends the 999999999910 call to VXML GW.
8. On VXML GW, 999999999910 matches a dial-peer which has bootstrap.tcl as application which gets invoked.
9. VXML Gateway accepts the call, send 200 OK to CVP
10. CVP returns the 200 OK to Ingress GW with SDP copied from the VXML GW's 200 OK
11. Ingress Gateway sends ACK to CVP. The transaction of INBOUND leg of the call is now complete.
12. CVP sends ACK to VXML Gateway. There is a dependency here, if INBOUND leg ACK is not received, CVP will not send the ACK to VXML Gateway.
13. In the meantime, on VXML Gateway, the bootstrap application extracts the SIP headers to find out where this call came from. It will use this information to send HTTP request to CVP.
14. VXML Gateway sends HTTP PING message to the same CVP where the SIP Call came.
15. CVP IVR subsystem will respond with 200 OK.
16. VXML Gateway now sends NEW\_CALL HTTP request to CVP with DNIS=999999999910
17. Since the DNIS is great the "max digit" defined on CVP which is 10, CVP knows it's a VRU returning call, it split the label and correlation ID, sends a REQUEST INSTRUCTION to CVP with Label = 9999999999, corid=10
18. Based on the corid=10, icm knows which script which node the call was waiting for. So it continues to execute next step which is "Run Ext Script". It sends "RUN\_SCRIPT\_REQ" as PM, welcome along with other ECC variables
19. Using the ECC Variables and RUN\_SCRIPT\_REQ instruction, CVP IVR subsystem builds the vxml document sends back as 200 OK
20. VXML Gateway receives the 200 OK, finds out which wave file to play and from where.
21. It checks its cache, the file isn't present, so it sends HTTP request to WebServer for the file.
22. Web Server sends 200 OK with the audio file.
23. VXML Gateway sends the Audio file as RTP to Ingress Gateway
24. Once VXML Gateway completes playing the file, it sends another HTTP request to CVP with CALL\_RESULT, ERROR\_CODE=0
25. CVP sends "RUN\_SCRIPT\_RESULT" to icm with ERROR\_CODE=0
26. ICM follows through the successful branch of the "Run Ext Script" node and goes to "Queue to Skill Group".
27. Now, ICM needs to disconnect the VRU leg. So ICM sends disconnect on the VRU leg.
28. At the same time, ICM sends CONNECT label 2001 to Switch leg
29. CVP sends 200 OK to http request of VXML Gateway to disconnect.
30. At the sametime, CVP sends BYE on SIP leg to VXML Gateway.
31. Once the BYE is send to the VXML Gateway, CVP sends SIP INVITE to 91919191 which will be routed to the VXML gateway as per the dial plan configuration.
32. Once CVP receives 200 OK from the VXML Gateway for 91919191 call, it sends Re INVITE back to INBOUND leg/Ingress Gateway
33. Ingress Gateway sends 200 OK for the new re invite.
34. CVP sends ACK to Ingress Gateway as well as VXML Gateway.
35. RTP path is established between Ingress Gateway and VXML Gateway and customer can hear the ringback
36. Now CVP sends SIP INVITE to CUCM for the 2001
37. CUCM sends 100 TRYING and 180 RINGING event. CVP doesn't do anything with the 180 RINGING message.
38. Once Agent answers the call, CUCM sends 200 OK.
39. This triggers multiple events on CVP.
40. CVP Sends BYE to 91919191 VXML ring-back leg. CVP Sends re Invite back to ingress gateway to change the audio path to Phone.
41. Ingress Gateway sends 200 OK on the new Re Invite.

42. CVP sends ACK to Ingress Gateway as well as CUCM.
43. Now, the audio is established between Ingress Gateway and IP Phone.

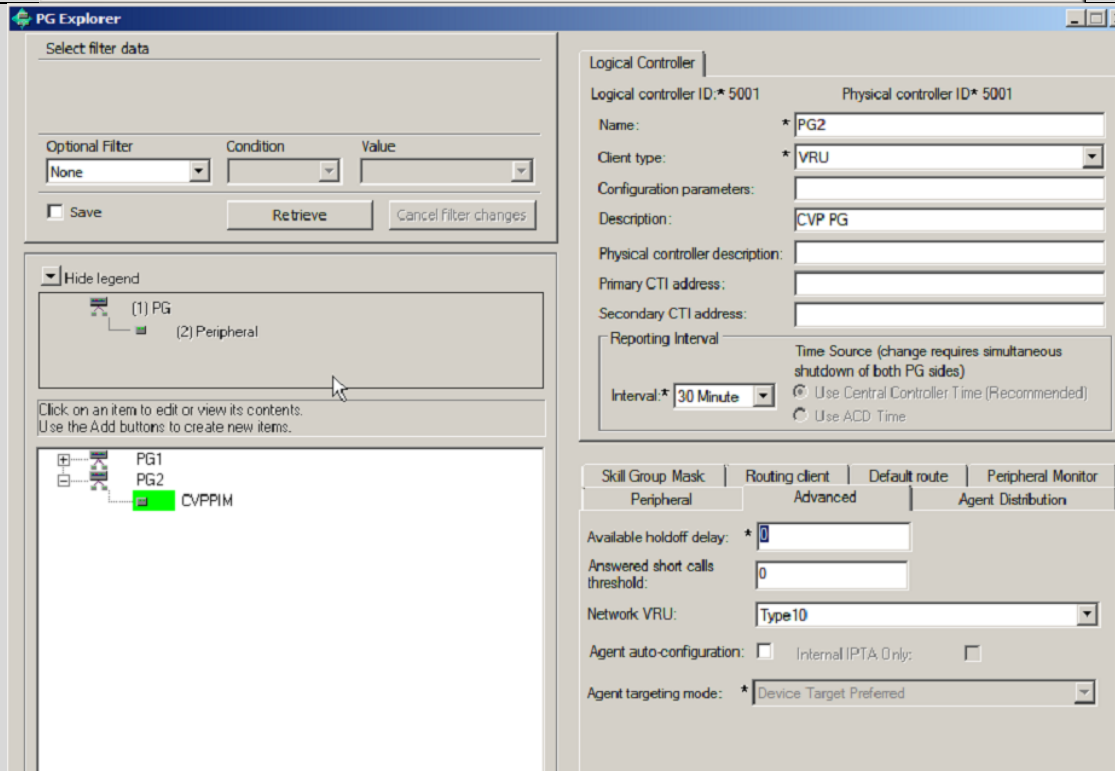
## Configuration

<p>PSTN Gateway Configuration</p>	<pre>dial-peer voice 2000 voip destination-pattern 20.. translate-outgoing called 1 session protocol sipv2 session target ipv4:10.66.68.169 session transport tcp codec g711ulaw no vad</pre>	
<p>CVP Configuration The "Maximum Length of DNIS" must match the length of VRU label</p>		
<p>CVP Configuration CVP must have either local route or proxy for the VRU label. If "Send to Originator" is configured, CVP will use the ingress Gateway as VXML gateway.</p>		
<p>ICM Configuration Dialed Number must have Customer associated. Recommended to have a customer associated for the calltype as well.</p>		

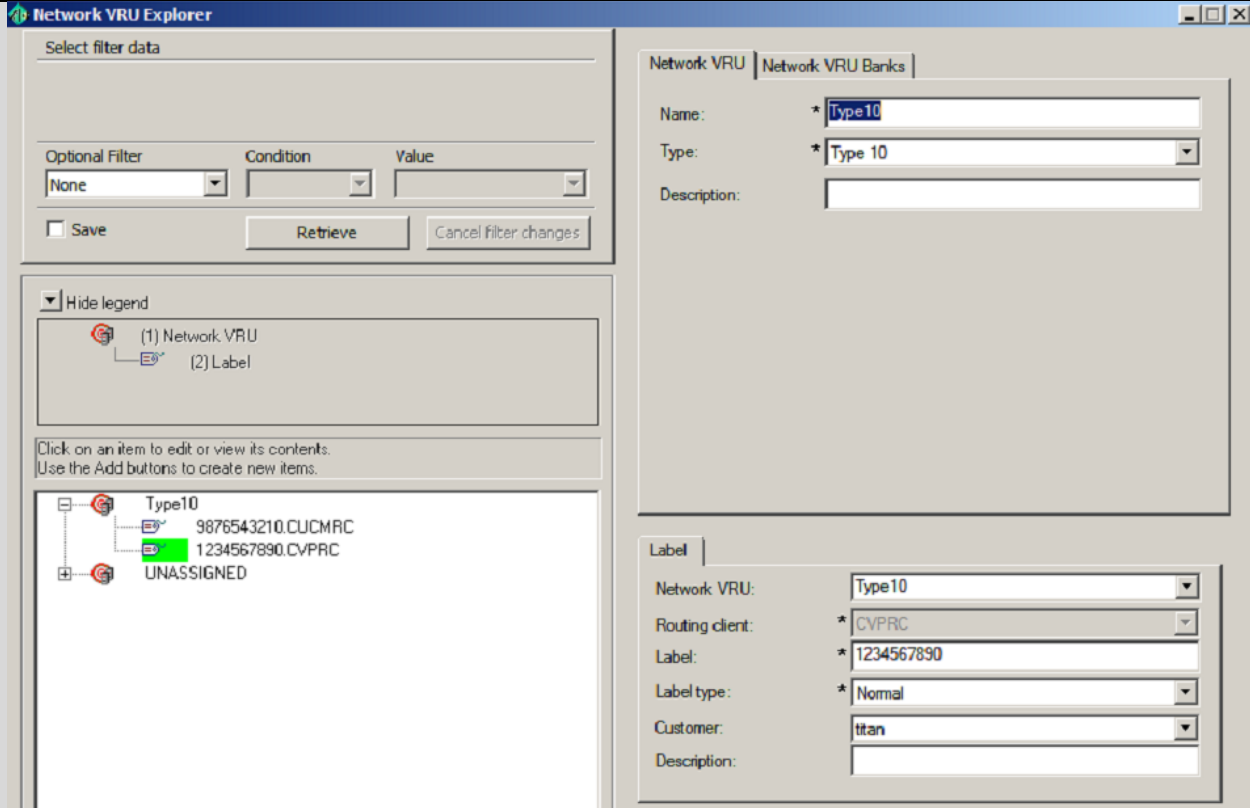
ICM Configuration  
Customer/ Instance must be associated with Network VRU



ICM Configuration  
CVP PG/Routing Client must have Network VRU associated



ICM Configuration  
Type 10 Network VRU must be configured. All CVP PG must have label added. Label length must match the "MAX length of DNIS" configuration on CVP



ICM Configuration  
 Network VRU Script must be associated with Network VRU

VXML Gateway Configuration

TCL Applications must be configured. Appropriate applications must be associated with dial-peers "header-passing" must be configured. cvphost must configured in bootstrap application.

```

application
service new-call flash:bootstrap.vxml
param space english language en
param space english index 0
param space english location flash
param space english prefix en
!
service ringback flash:ringtone.tcl
!
service ringtone flash:ringtone.tcl
param space english index 0
param space english language en
param space english location flash
param space english prefix en
!
service cvperror flash:cvperror.tcl
param space english index 0
param space english language en
param space english location flash
param space english prefix en
!
service bootstrap flash:bootstrap.tcl
param space english index 0
param space english language en
param space english location flash
param space english prefix en
!
service handoff flash:handoff.tcl
param space english language en
param space english index 0
param space english location flash
param space english prefix en
!

```

```

voice service voip
sip
bind control source-interface GigabitEthernet0/1
bind media source-interface GigabitEthernet0/1
header-passing
!

```

```

dial-peer voice 999 voip
service bootstrap
session protocol sipv2
session target sip-server
incoming called-number 1234567890
voice-class codec 1
no vad
!
dial-peer voice 9191 voip
service ringtone
session protocol sipv2
incoming called-number 91919191
voice-class codec 1
no vad
!
dial-peer voice 9292 voip
service cvperror
session protocol sipv2
incoming called-number 92929292
voice-class codec 1
no vad

```

## Troubleshooting

Since this document explains the troubleshooting “Send to VRU” and/or “Run Ext Script” problem. Lets assume that call from PSTN is already in ICM, and ICM hits the “Send to VRU” node. The method that we’ll follow is to step into each steps of the call flow that can go wrong. And look at the result how would it look like. Following details is used for the lab.

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

### Issue 1: ICM fails to find VRU label

#### No customer defined on Dialed Number

```
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=0
12:41:02:591 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
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666462003 >>BODY: replyto=true callguid=F13437331000013A5FCA33210A4244A9 ani=1231234 dnis=2003
timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrscip=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], sslid=SYS_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4, CallContext:, user.media.id: 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], dialogid=763757, sendSeqNo=1, trunkGroupid=100, trunkNumber=0, serviceid=1, dialedNumber=2003, uui=,
callguid=F13437331000013A5FCA33210A4244A9, rckey=, rcdays=, rcseq=, location=, locationpkid=, pstntrunkgroupid=10.66.68.157, pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id: F13437331000013A5FCA33210A4244A9, user.cvp_server_info: 10.66.68.169,, LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234
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], dialogid=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], sslid=SYS_SIP1, cause=NORMAL_CALL_CLEARING,, LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234
10356211: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=pool-1-thread-200-SIP-2705753} MessagingWorker:run: CALLGUID =
F13437331000013A5FCA33210A4244A9 LEGID = ldoycbefrqsphso - [INBOUND] ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352666462018 (ServerID)=CVP90.SYS_ICM1:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F13437331000013A5FCA33210A4244A9 dnis=2003 causecode=0 timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=ldoycbefrqsphso >>STATE:
isTabular=false isWriteable=false cursor=-1
10356212: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=pool-1-thread-200-SIP-2705753} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT) (JMSTimestamp)=1352666462018 >>BODY: callguid=F13437331000013A5FCA33210A4244A9
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles version=CVP_9_0 calldate=Sun Nov 11 12:41:02 PST 2012 localOffset=-480 eventid=6 calllegid=ldoycbefrqsphso
>>STATE: isTabular=false isWriteable=true cursor=-1
```



10356213: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID = ldoycbefrqsphso - [INBOUND] DURATION (msecs) = 15 - HANGUP with Call History

10356214: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID = ldoycbefrqsphso - [INBOUND]: No Dialog Responding: No final response on this leg.

10678142: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-436-ICM-3810661} CALLGUID = F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Processing,, [MsgBus:CALL\_STATE\_EVENT], ssid=SYS\_SIP1, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234

10678143: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-436-ICM-3810661} CALLGUID = F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Publishing,, [ICM\_EVENT\_REPORT], dialogueId=763757, sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234

10678144: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-436-ICM-3810661} CALLGUID = F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs, 15 msecs

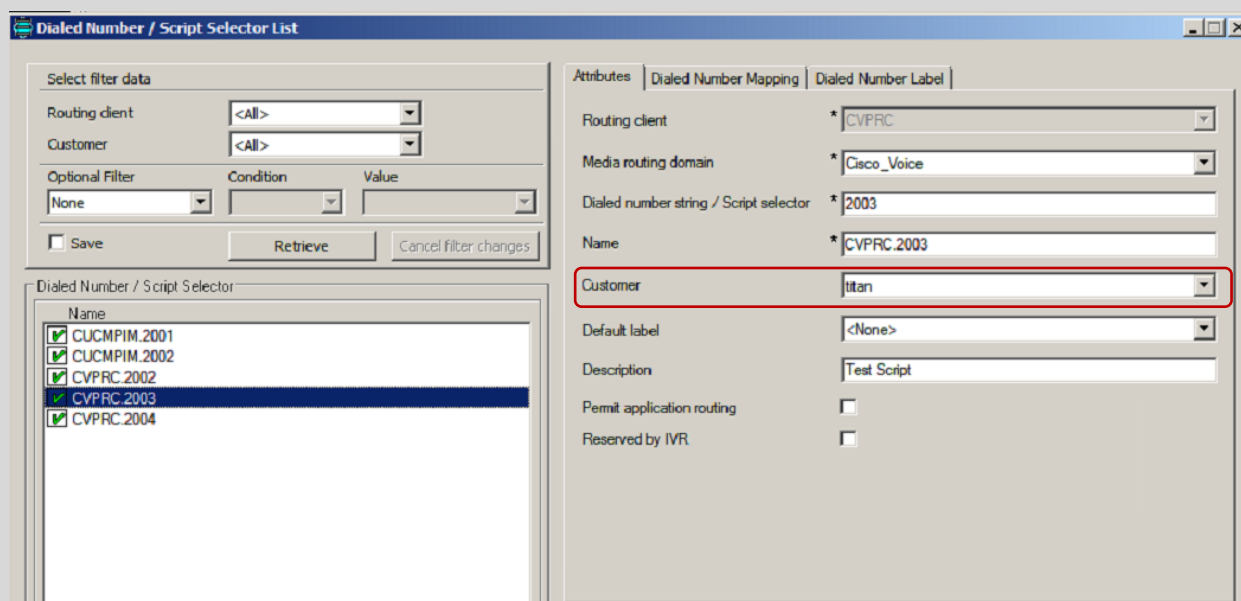
10678145: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-436-ICM-3810661} CALLGUID = F13437331000013A5FCA33210A4244A9 - Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 15 msecs

10678146: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-436-ICM-3810661} ICMCallController:addToPostCallSurveyCallMap: CALLGUID = F13437331000013A5FCA33210A4244A9 - Call will not be cached for post call survey

10678147: 10.66.68.169: Nov 11 2012 12:41:14.982 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=ICM Garbage Collector} CALLGUID = F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP\_LEG] - Purged dialogue.

## Analysis

ICM chooses the Network VRU based on the Customer Instance of the Dialed Number. If the Dialed Number has no Customer Instance, ICM fails to find any Network VRU label for the call. ICM sends "RELEASE" to CVP.



### No "Network VRU" defined on Customer

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 = igxjkbnsdskkme - [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 = igxjkbnsdskkme - [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=igxjkbnsdskkme 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 (JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (JMSTimeStamp)=1352666685519 >>BODY: replyto=true callguid=F137A04F1000013A2D3C96650A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrtrkgrpsrcip=10.66.68.157 calldate=Sun Nov 11 12:44:45 PST 2012 calltypeid=4 localOffset=-480 calllegid=igxjkbnsdskkme >>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=, rcdays=, 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=, rcdays=, 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 = igxjkbnsdskkme, 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 = igxjkbnsdskkme, 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 = igxjkbnsdskkme, 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 = igxjkbnsdskmky - [INBOUND] ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (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=igxjkbnsdskmky >>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 (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=igxjkbnsdskmky >>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 = igxjkbnsdskmky - [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 = igxjkbnsdskmky - [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 = igxjkbnsdskmky, 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 = igxjkbnsdskmky, 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

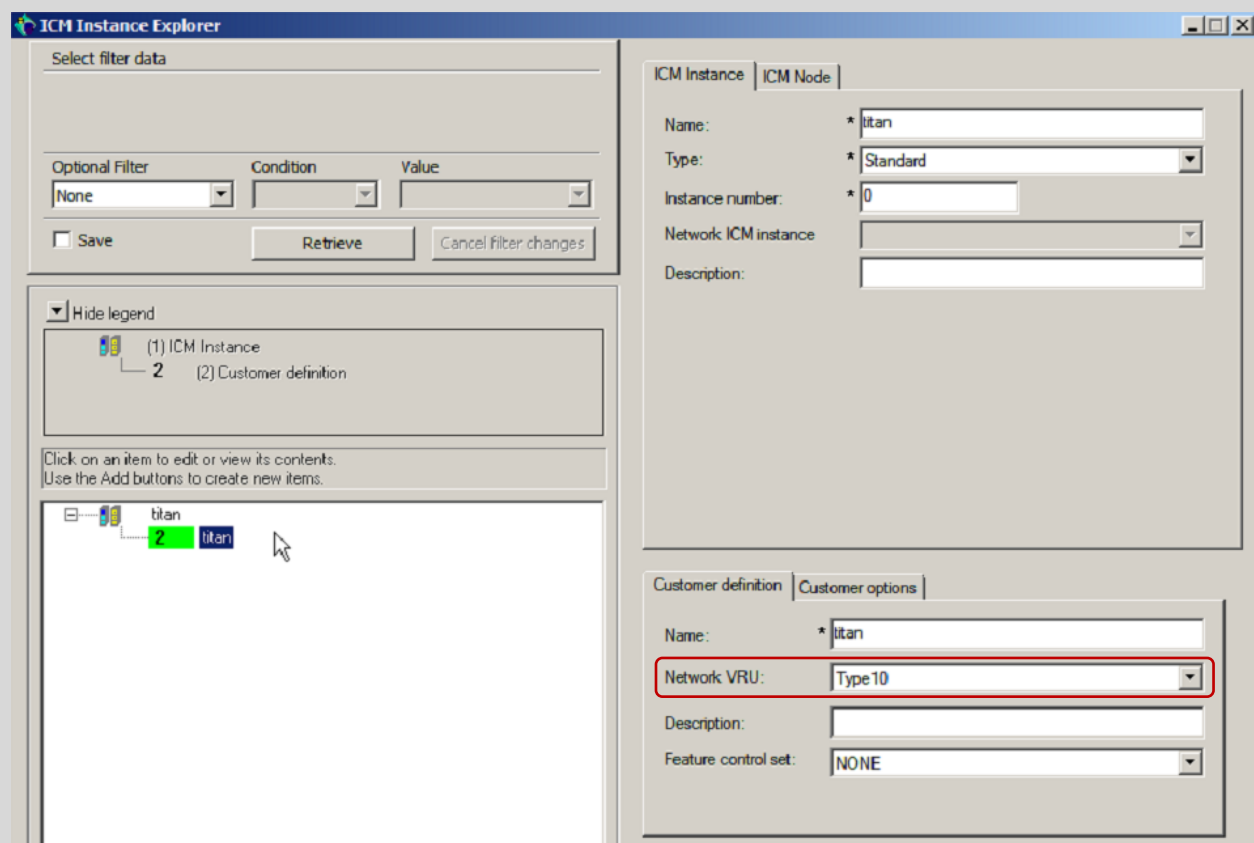
10678156: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-358-ICM-3810664} CALLGUID = F137A04F1000013A2D3C96650A4244A9 - Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs

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.

## Analysis

Once ICM finds a valid Customer Instances from the Dialed Number, then it looks for the Network VRU on that ICM Instance. If no Network VRU is defined, ICM will fail to find Network VRU label. ICM sends "RELEASE" to CVP



## No VRU Label for Routing Client

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=0

12:47:24:213 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=oqexcfslzqejdij dn=2003 ani=1231234 uui=null calldate=Sun Nov 11 12:47:23 PST 2012 video=false cachecallcontext = false is\_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null

10356228: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL (JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666843610 >>BODY: replyto=true callguid=F13A09DA1000013A42BE23A20A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrtrkgprscip=10.66.68.157 calldate=Sun Nov 11 12:47:23 PST 2012 calltypeid=4 localOffset=-480 calllegid=oqexcfslzqejdij >>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], sslId=SYS\_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=10.66.68.157, pstnrtrunkgroupid=10.66.68.157, pstnrtrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, 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=, pstnrtrunkgroupid=10.66.68.157, pstnrtrunkgroupchannelnum=2147483647, sipheader=, CallContext:, user.media.id: F13A09DA1000013A42BE23A20A4244A9, user.cvp\_server\_info: 10.66.68.169,, LEGID = oqexcfslzqejdij, 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 = oqexcfslzqejdij, 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], sslId=SYS\_SIP1, cause=NORMAL\_CALL\_CLEARING,, LEGID = oqexcfslzqejdij, 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 = oqexcfslzqejdij - [INBOUND] ICM Disconnecting the call with :>>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=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=oqexcfslzqejdij >>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 (JMSTimestamp)=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=oqexcfslzqejdij >>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 = oqexcfslzqejdij - [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 = oqexcfslzqejdij - [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], sslId=SYS\_SIP1, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,, LEGID = oqexcfslzqejdij, 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 = oqexcfslzqejdij, 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

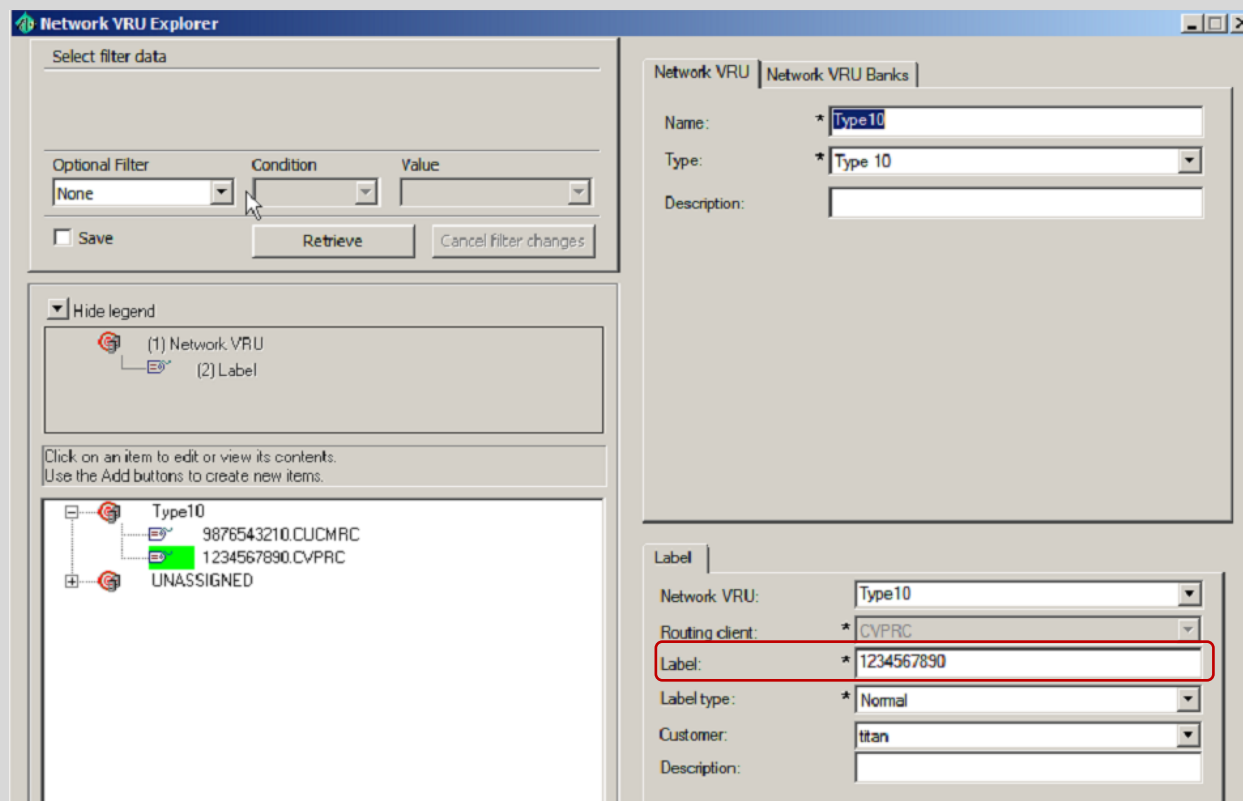
10678167: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-207-ICM-3810667} CALLGUID = F13A09DA1000013A42BE23A20A4244A9 - Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs

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.

## Analysis

Even if ICM finds Network VRU, the type must be 10. And there must be a label configured the routing client from which the call arrived. ICM sends "RELEASE" to CVP



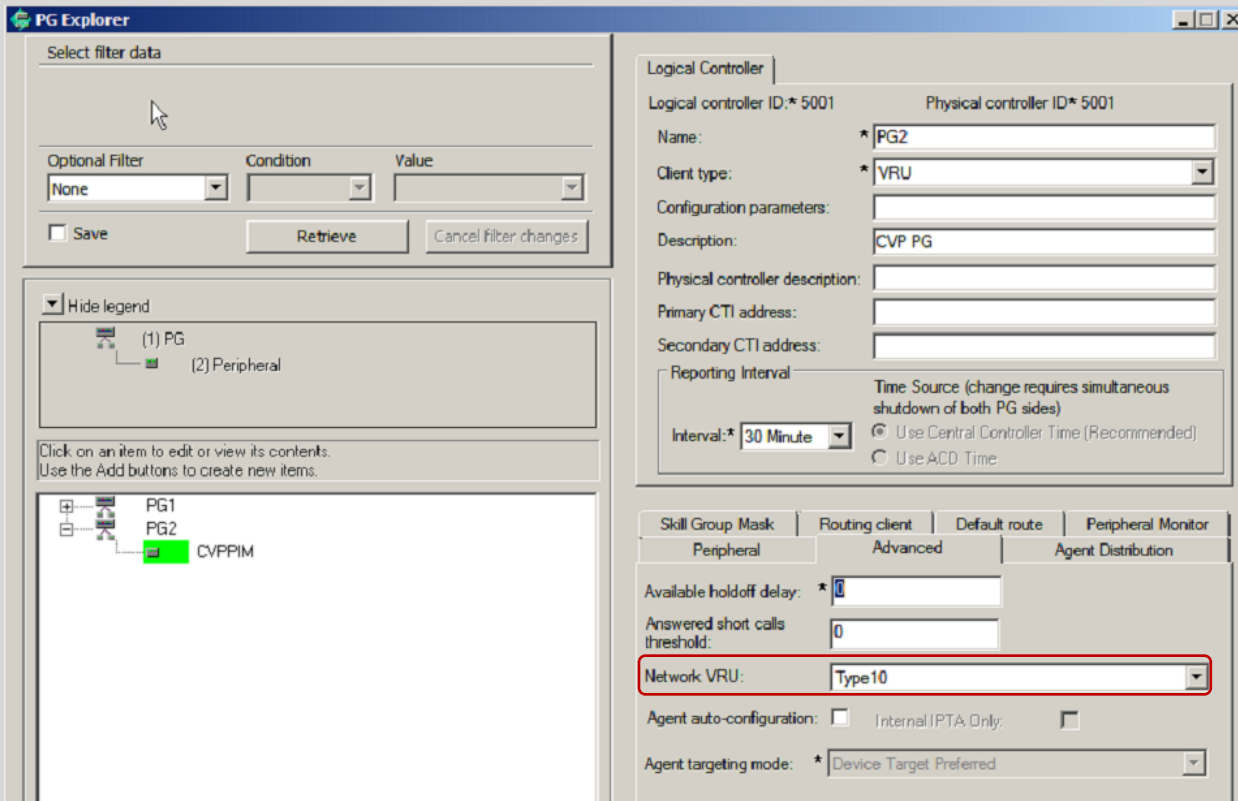
## PG has no "Network VRU" configured

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 = nxkrvgqvmyrtrt - [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 = nxkrvgqvmyrtrt - [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=nxkrvgqvmyrtrt 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 (JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352747417208 >>BODY: replyto=true callguid=F6077E781000013A677BD3A90A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrtrgrp=10.66.68.157 calldate=Mon Nov 12 11:10:17 PST 2012 calltypeid=4 localOffset=-480 calllegid=nxkrvgqvmyrtrt >>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, pstnrtrtrunkgroupid=10.66.68.157, pstnrtrtrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, 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=, rcdays=, rcseq=, location=, locationpkid=, pstnrtrtrunkgroupid=10.66.68.157, pstnrtrtrunkgroupchannelnum=2147483647, sipheader=, CallContext:, user.media.id: F6077E781000013A677BD3A90A4244A9, user.cvp\_server\_info: 10.66.68.169,, LEGID = nxkrvgqvmyrtrt, 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 = nxkrvgqvmyrtrt, 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:IALOGUE\_FAILURE], ssid=SYS\_SIP1, errorCode=E\_UNSPECIFIED\_FAILURE,, LEGID = nxkrvgqvmyrtrt, 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 = nxkrvgqvmyrtrt - [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 (JMSTimestamp)=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=nxkrvgqvmyrtrt >>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 = nxkrvgqvmyrtrt - [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 = nxkrvgqvmyrtrt - [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 = nxkrvgqvmyrtrt - [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 = nxkrvgqvmyrtrt, 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 = nxkrvgqvmyrtrt, 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

## Analysis

Before sending call to Network VRU, ICM has to know if the Routing Client has any Network VRU capability or not. For this, the Routing Client PG must have Network VRU configured which must be Type 10 (or Type 5 for older style configuration). ICM sends "Dialog Failure" to CVP.



## Issue 2: CVP has no route for VRU Label

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  
 13:02:50:156 ra-rtr Trace: (763764 x 0 : 0 0) Dialog RunScript node - connecting to VRU now.  
 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 = vzhaijmltklglum - [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 = vzhaijmltklglum - [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=vzhaijmltklglum 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)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352667769517 >>BODY: replyto=true callguid=F1482AAD1000013A7A23C37C0A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrtrkgrpscrip=10.66.68.157 calldate=Sun Nov 11 13:02:49 PST 2012 calltypeid=4 localOffset=-480 calllegid=vzhaijmltklglum >>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], sslid=SYS\_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=10.66.68.157, pstnrtrkgroupid=10.66.68.157, pstnrtrkgroupchannelnum=2147483647, sipheader=, rckey=, 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, rckey=, rcdays=, rcseq=, location=, locationpkid=, pstnrtrkgroupid=10.66.68.157, pstnrtrkgroupchannelnum=2147483647, sipheader=, CallContext:, user.media.id: F1482AAD1000013A7A23C37C0A4244A9, user.cvp\_server\_info: 10.66.68.169,, LEGID = vzhaijmltklglum, DNIS = 2003, ANI = 1231234  
 10678263: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-142-ICM-3810694} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP\_LEG] - Processing ,, [ICM\_TEMPORARY\_CONNECT], dialogueid=763764, sendSeqNo=1, label=1234567890, correlationid=8906, callguid=F1482AAD1000013A7A23C37C0A4244A9, rckey=210, 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 = vzhaijmltklglum, 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], sslid=SYS\_SIP1, labelType=, label=1234567890, correlationid=8906, command=null, rckey=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 = vzhaijmltklglum, 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 = vzhaijmltklglum - [INBOUND] Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352667769517 (ServerID)=CVP90.SYS\_ICM1: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=vzhaijmltklglum >>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 = vzhaijmltklglum - [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=vzhajmlkklgum >>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 = vzhajmlkklgum - [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 = vzhajmlkklgum, 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 = vzhajmlkklgum, 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 = vzhajmlkklgum, 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 = vzhajmlkklgum, 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 = vzhajmlkklgum - [INBOUND] ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (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=vzhajmlkklgum >>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 (JMSDestination)=Topic(CVP.SIP.CC.EVENT) (JMSTimestamp)=1352667769517 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9 RouterCallKey=210 RouterCallKeySent=true causecode=1 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:49 PST 2012 label=12345678908906 localOffset=-480 eventId=6 calllegid=vzhajmlkklgum >>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 = vzhajmlkklgum, 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 = vzhajmlkklgum, 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 = vzhajmlkklgum - [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 = vzhajmlkklgum - [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 = vzhajmlkklgum - [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=vzhajmlkklgum >>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 = vzhajmlkklgum - [INBOUND] Rejecting code 404.

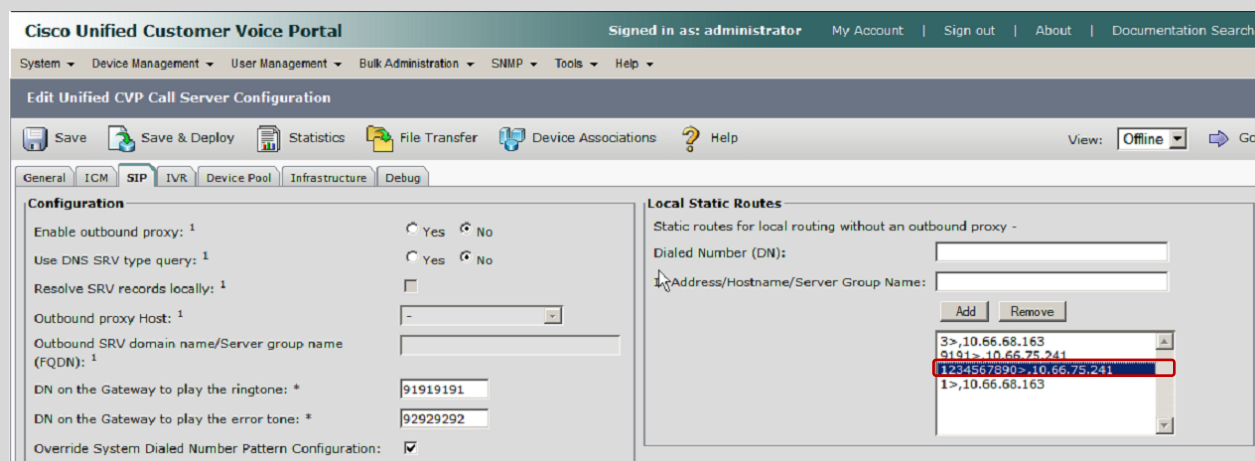
10356449: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-480-SIP-2705890} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhajmlkklgum - [INBOUND]: No Dialog Responding: No final response on this leg.

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 = vzhajmlkklgum - [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]

## Analysis

If all configurations on ICM are correct, ICM will send VRU label and Correlation ID to CVP. Now CVP has to have Route to send the call to VXML Gateway. Either CVP has to have Static Route, or CVP can use Proxy to route the call. But in either case, CVP must be able to route the call to VXML Gateway.



## Issue 3: VXML Gateway fails to Invoke vru tcl script

### Not matching correct 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 = tmywxhkiresfmot - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.157 Video:false m\_needs\_postcallsurvey:false  
10356479: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.11} NEW CALL with guid=F177950F1000013A0ECE85280A4244A9 legid=tmywxhkiresfmot dn=2003 ani=1231234 uui=null calldate=Sun Nov 11 13:54:36 PST 2012 video=false cachecallcontext = false is\_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null  
10356480: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL (JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (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=tmywxhkiresfmot >>STATE: isTabular=false isWriteable=true cursor=-1  
10678286: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9, DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], sslid=SYS\_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=10.66.68.157, pstnrtrkgroupid=10.66.68.157, pstnrtrkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, 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], dialoguid=763765, sendSeqNo=1, trunkGroupid=100, trunkNumber=0, serviceid=1, dialedNumber=2003, uui=, callguid=F177950F1000013A0ECE85280A4244A9, rckey=, rcdays=, rcseq=, location=, locationpkid=, pstnrtrkgroupid=10.66.68.157, pstnrtrkgroupchannelnum=2147483647, sipheader=, CallContext:, user.media.id: F177950F1000013A0ECE85280A4244A9, user.cvp\_server\_info: 10.66.68.169,, LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234  
10678289: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-247-ICM-3810701} CALLGUID = F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP\_LEG] - Processing ,, [ICM\_TEMPORARY\_CONNECT], dialoguid=763765, sendSeqNo=1, label=1234567890, correlationId=8907, callguid=F177950F1000013A0ECE85280A4244A9, rckey=211, 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 = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234  
10678290: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-247-ICM-3810701} CALLGUID = F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP\_LEG] - Publishing ,, [MsgBus:CONNECT], sslid=SYS\_SIP1, labelType=, label=1234567890, correlationId=8907, command=null, rckey=211, 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 = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234  
10356481: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID = tmywxhkiresfmot - [INBOUND] Handling CONNECT >>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352670876943 (ServerID)=CVP90.SYS\_ICM1:ICM1:CVP90.MsgBus001 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9 RouterCallKey=211 floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[, , , , , , , ] user.microapp.app\_media\_lib=.. user.microapp.media\_server=http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8907 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 RouterCallKeyDay=150429 labeltype=-1 label=12345678908907 localOffset=-480 calllegid=tmywxhkiresfmot >>STATE: isTabular=false isWriteable=false cursor=-1  
10356482: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-191-SIP-2706037} Static route matched 12345678908907 to StaticRoute: patterns like 1234567890> will route to 10.66.75.241  
10356483: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-191-SIP-2706037} Using Local Static Route for sip:12345678908907@10.66.75.241  
10356484: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-191-SIP-2706037} Found an incoming CISCO-GUID hdr : 4051145999-0268435770-0248415528-0172115113, Found an existing CVP-ID hdr: F177950F1000013A0ECE85280A4244A9  
10356485: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]: INVITE TO <:sip:12345678908907@10.66.75.241;transport=tcp> FROM 1231234 <:sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]  
10356486: 10.66.68.169: Nov 11 2012 13:54:36.959 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DIALOG\_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]: Invitation proceeding 100  
10356487: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DIALOG\_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND] - DsSipInvitation - <:sip:12345678908907@10.66.75.241;transport=tcp>;tag=F2E952A4-961 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1  
10356488: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DIALOG\_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID = tmywxhkiresfmot - [INBOUND]: Updated by : CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]: with event type INV\_REJECTED  
10356489: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DIALOG\_CALLBACK.3} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=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 = tmywxhkiresfmot - [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 = tmywxhkiresfmot - [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], sslId=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 = tmywxhkiressfot, 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 = tmywxhkiressfot, 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], sslId=SYS\_SIP1, cause=NORMAL\_CALL\_CLEARING,, LEGID = tmywxhkiressfot, 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 = tmywxhkiressfot - [INBOUND] ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352670877177 (ServerID)=CVP90.SYS\_ICM1:ICM1:CVP90.MsgBus001 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9 dnis=2003 causecode=0 timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=tmywxhkiressfot >>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)=Topic(CVP.SIP.CC.EVENT) (JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9 RouterCallKey=211 RouterCallKeySent=false causecode=1 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 13:54:37 PST 2012 label=12345678908907 localOffset=-480 eventId=6 calllegid=tmywxhkiressfot >>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], sslId=SYS\_SIP1, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,, LEGID = tmywxhkiressfot, 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 = tmywxhkiressfot, 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 msecs

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 msecs

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 = tmywxhkiressfot - [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 = tmywxhkiressfot - [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 = tmywxhkiressfot - [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)=Topic(CVP.SIP.CC.EVENT) (JMSTimestamp)=1352670879189 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9 RouterCallKey=211 RouterCallKeySent=true causecode=0 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 13:54:39 PST 2012 label=12345678908907 localOffset=-480 eventId=1 calllegid=tmywxhkiressfot >>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 = tmywxhkiressfot - [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 = tmywxhkiressfot - [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 = tmywxhkiressfot - [INBOUND]: Exception in respond: com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: error sending response

Nov 12 05:17:36.466: //-1/xxxxxxxxxxx/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/xxxxxxxxxxx/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-rdnpi=-1
cisco-rdnpi=-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"

```

## Analysis

If the CVP is able route the call to VXML Gateway, the call must match the vru dial-peer as incoming dial-peer. If any other dial-peer is matched, then it will not have the required application for proper treatment. In this case, we see it is matching incoming dial-peer 92001 and CCAPI is handing to application "Default". This happens when CCAPI on Gateway doesn't find any application on a Dial-peer. Not matching incoming dial-peer can happen for multiple reasons.

1. No Dial-peer configured for VRU leg
2. Inbound matching pattern is not matching with DNIS for the the VRU call. Check for the number SIP message with the "incoming called-number" in the VRU dial-peer
3. Check if CVP is prepending sigDigits which may not configured in VXML Gateway dial-peer

## No application/service configured on Dial-peer

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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:

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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 = kywgxdqfwzckpx - [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 = kywgxdqfwzckpx - [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=kywgxdqfwzckpx 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)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352671591267 >>BODY: replyto=true callguid=F1827B631000013A1AE6FA780A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrtrkgrpsrscip=10.66.68.157 calldate=Sun Nov 11 14:06:31 PST 2012 calltypeid=4 localOffset=-480 calllegid=kywgxdqfwzckpx >>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], sslid=SYS\_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=10.66.68.157, pstnrtrkgroupid=10.66.68.157, pstnrtrkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4, CallContext:, user.media.id: F1827B631000013A1AE6FA780A4244A9,, LEGID = null, DNIS = -1, ANI = -1  
10678303: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9 - New call  
10678304: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP\_LEG] - Publishing,, [ICM\_NEW\_CALL], dialogueid=763766, sendSeqNo=1, trunkGroupid=100, trunkNumber=0, serviceid=1, dialedNumber=2003, uui=, callguid=F1827B631000013A1AE6FA780A4244A9, rckey=, rcdays=, rcseq=, location=, locationpkid=, pstnrtrkgroupid=10.66.68.157, pstnrtrkgroupchannelnum=2147483647, sipheader=, CallContext:, user.media.id: F1827B631000013A1AE6FA780A4244A9, user.cvp\_server\_info: 10.66.68.169,, LEGID = kywgxdqfwzckpx, DNIS = 2003, ANI = 1231234  
10678305: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-330-ICM-3810707} CALLGUID = F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP\_LEG] - Processing,, [ICM\_TEMPORARY\_CONNECT], dialogueid=763766, sendSeqNo=1, label=1234567890, correlationId=8908, callguid=F1827B631000013A1AE6FA780A4244A9, rckey=212, rcdays=150429, rcseq=0, CallContext:, user.microapp.UseVXMLParams: N, user.microapp.app\_media\_lib: .., user.microapp.media\_server: http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = kywgxdqfwzckpx, 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], sslid=SYS\_SIP1, labelType=, label=1234567890, correlationId=8908, command=null, rckey=212, rcdays=150429, rcseq=0, CallContext:, user.microapp.UseVXMLParams: N, user.microapp.app\_media\_lib: .., user.microapp.media\_server: http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = kywgxdqfwzckpx, 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 = kywgxdqfwzckpx - [INBOUND] Handling CONNECT >>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352671591267 (ServerID)=CVP90.SYS\_ICM1:ICM1:CVP90.MsgBus001 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9 RouterCallKey=212 floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[, , , , , , , , ] user.microapp.app\_media\_lib:.. user.microapp.media\_server=http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8908 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 RouterCallKeyDay=150429 labeltype=-1 label=12345678908908 localOffset=-480 calllegid=kywgxdqfwzckpx >>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 = kywgxdqfwzckpx - [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 (JMSTimestamp)=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 = kywgxdqfwzckpx - [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 = kywgxdqfwzckpx - [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], sslid=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 = kywgxdqfwzckpx, 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 = kywgxdqfwzckpx, 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], sslid=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 (JMSTimestamp)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352671591532 (ServerID)=CVP90.SYS\_ICM1: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)=Topic(CVP.SIP.CC.EVENT) (JMSTimestamp)=1352671591532 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9 RouterCallKey=212 RouterCallKeySent=false causecode=1 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 14:06:31 PST 2012 label=12345678908908 localOffset=-480 eventid=6 calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false isWriteable=true cursor=-1  
10678311: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP\_LEG] - Processing ,, [MsgBus:CALL\_STATE\_EVENT], sslid=SYS\_SIP1, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234  
10678312: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=763766, sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234  
10678313: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs, 265 msecs  
10678314: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9 - Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 265 msecs  
10678315: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-346-ICM-3810710} ICMCallController:addToPostCallSurveyCallMap: CALLGUID = F1827B631000013A1AE6FA780A4244A9 - Call will not be cached for post call survey  
10356526: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND] DURATION (msecs) = 2262 - HANGUP with Call History12345678908908|-1;  
10356527: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND] - ABNORMALLY ENDING - SIP code [404], Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false], NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2262 and Call History : 12345678908908|-1; [id:5004]  
10356528: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP\_9\_0\_SIP-3-SIP\_ERROR\_SNMP: B2BUA is not configured with a route for making calls to [92929292]. Please add this route. [id:5010]  
10356529: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP\_9\_0\_SIP-3-SIP\_CALL\_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND]: Destination URL is null, cannot make the REFER. [id:5004]  
10356530: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-49-SIP-2706074} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=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: noferesub

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=FFFFFFF
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:

```

## Analysis

The VRU dial-peer in VXML Gateway must be configured for the vru application which is bootstrap.tcl. If the dial-peer doesn't have any service/application configured, VXML Gateway will try to route the call and will look for outbound dialpeer. If no outbound dial-peer is matched, the call will fail in any case. In this case, even though it is matching incoming dial-peer 999 which is our VRU dial-peer, but it still shows that CCAPI is handing the call to "Default" application. Which means, dial-peer 999 doesn't have vru/bootstrap application configured.

```

dial-peer voice 999 voip
service bootstrap
session protocol sipv2
session target sip-server
incoming called-number 1234567890
voice-class codec 1

```

## Issue 4: VXML Gateway not able to send HTTP Request to CVP

### Header Passing is not configured

```

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

```

```

203: 10.66.68.169: Nov 12 2012 10:15:23.034 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.0} Generated a new CISCO-GUID hdr : 4124392090-0268435770-0719450081-0172115113,
Generated a new CVP-ID hdr : F5D53A9A1000013A2AE1EFE10A4244A9

```

204: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = fpcqoafwavftcja - [INBOUND]: Call is missing an RPID header. No survivability in use.

205: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_SIP-7-PARAM: {Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = fpcqoafwavftcja - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.157 Video:false m\_needs\_postcallsurvey:false

206: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.0} NEW CALL with guid=F5D53A9A1000013A2AE1EFE10A4244A9 legid=fpcqoafwavftcja dn=2003 ani=1231234 uui=null calldate=Mon Nov 12 10:15:23 PST 2012 video=false cachecallcontext = false is\_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null

207: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.0} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL (JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352744123050 >>BODY: replyto=true callguid=F5D53A9A1000013A2AE1EFE10A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrtrkgprscip=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], sslid=SYS\_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=10.66.68.157, pstnrtrunkgroupid=10.66.68.157, pstnrtrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, 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=, rcdays=, rcseq=, location=, locationpkid=, pstnrtrunkgroupid=10.66.68.157, pstnrtrunkgroupchannelnum=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, rcdays=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], sslid=SYS\_SIP1, labelType=, label=1234567890, correlationId=8918, command=null, rckey=206, rcdays=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 (JMSTimestamp)=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] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8918 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 RouterCallKeyDay=150430 labeltype=-1 label=12345678908918 localOffset=-480 calllegid=fpcqoafwavftcja >>STATE: isTabular=false isWriteable=false cursor=-1

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

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

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

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

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

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

215: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = fpcqoafwavftcja - [INBOUND]: Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]: with event type INV\_ACCEPTED

216: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = fpcqoafwavftcja - [INBOUND]: Send the 200 OK back to caller with SDP of this dialog.

217: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-221-SIP-198} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=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], sslid=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]: DsSiplInviteDialog 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], sslid=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 (JMSTimestamp)=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 (JMSTimestamp)=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], sslid=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 msec  
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 msec  
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-rdntype=-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,  
Source Trkgrp Route Label=, Target Trkgrp Route Label=, CLID Transparent=FALSE), 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 UUI=

```

Nov 13 01:38:23.141: //7470684//TCL :/tcl_handoff_common: appl leg_incoming new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL_LEGID= DNIS=12345678908918
PROTOCOL=http PORT=8000 HOST=10.66.68.164 BACKUP=10.66.68.164 VERSION=CVP_9_0_1_0_0_0_634 UUI=
Nov 13 01:38:23.141: //7470684//AFW_:/vtd_lg_incoming: argc 4
Nov 13 01:38:23.141: //7470684//AFW_:/vtd_lg_incoming: Legs [7470684]
Nov 13 01:38:23.141: //7470684//Tcl :/tcl_parseCallID_vartagObj: VARTAG Translation Leg Count=1
Nov 13 01:38:23.141: //-1//AFW_:/AFW_Module_ParseHandle: strModuleHandle new-call

```

```

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

```

```

urlp=http://10.66.68.164:8000/cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678908918&CALL_ANI=1231234&ERROR_CODE=0&RECOVERY_VXML=flash:recovery.vxml&CLIENT_TYPE=
IOS&CALL_ID=F5D53A9A1000013A2AE1EFE10A4244A9&CALL_LEGID=&CALL_UUI=&VERSION=CVP_9_0_1_0_0_0_634 fetchaudio=NULL delay=0 minimum=0

```

```

Nov 13 01:38:23.289: //7470684/F5D53A9A2AE1/VXML:/vxml_vapp_bgload:
  url
http://10.66.68.164:8000/cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678908918&CALL_ANI=1231234&ERROR_CODE=0&RECOVERY_VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&
CALL_ID=F5D53A9A1000013A2AE1EFE10A4244A9&CALL_LEGID=&CALL_UUI=&VERSION=CVP_9_0_1_0_0_0_634 cachable 1 fetchtimeout 7 maxage=-1 maxstale=-1

```

```

Nov 13 01:38:30.289: //7470684/F5D53A9A2AE1/VXML:/vxml_bgload_post_done:
  vxmlhandle=78009C60 status=2 async_status=400000000

```

```

Nov 13 01:38:30.289: //7470684/F5D53A9A2AE1/VXML:/vxml_stop_fetchaudio_load_fail:

```

```

Nov 13 01:38:42.993: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
BYE sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~17
Max-Forwards: 70
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
From: <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 2 BYE
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Reason: Q.850;cause=16

```

## Analysis

When VXML gateway receives the VRU call, it matches with dial-peer that has vru application configured. To find out from which CVP the call is originated, vru/bootstrap application needs to see the SIP headers. For this reason, header passing is required to be configured. In this case, we see the incoming dial-peer 999 is matched; CCAPI is handing off to bootstrap application. But when the application tries to parse the SIP header, it fails. If bootstrap application not able to see the SIP header, it tries to send the HTTP request to source address of the call. So, if the call is coming via Proxy, the HTTP message will be sent to proxy. In this example 10.66.68.164 is CUPS Proxy. Since the VRU leg of the call is coming from Proxy and no header passing is configured (no SIP header could be parsed), the application tries to send the HTTP request to 10.66.68.164 at port 8000. Now, Proxy doesn't have port 8000 opened. So the TCP hand shake fails and no HTTP message was sent. So for proxy environment, either header passing is configured or "param cvphost" is configured to dedicatedly sent the HTTP message.

```

voice service voip
sip
  bind control source-interface GigabitEthernet0/1
  bind media source-interface GigabitEthernet0/1
  header-passing
!

```

## Issue 5: CVP splitting VRU Label and Correlation ID wrong

```

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 = cpxzbgbgujotzle - [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 = cpxzbgbgujotzle - [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=cpxzbgbgujotzle 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)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352745213100 >>BODY: replyto=true callguid=F5E5DCAC1000013A2038A09B0A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrtrkgrpsrscip=10.66.68.157 calldate=Mon Nov 12 10:33:33 PST 2012 calltypeid=4 localOffset=-480 calllegid=cpxzbgbgujotzle >>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], sslid=SYS\_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=10.66.68.157, pstnrtrkgroupid=10.66.68.157, pstnrtrkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4, CallContext:, user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,, LEGID = null, DNIS = -1, ANI = -1  
362: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-441-ICM-94} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 - New call  
363: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-441-ICM-94} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 12 [SIP\_LEG] - Publishing,, [ICM\_NEW\_CALL], dialogueid=12, sendSeqNo=1, trunkGroupid=100, trunkNumber=0, serviceid=1, dialedNumber=2003, uui=, callguid=F5E5DCAC1000013A2038A09B0A4244A9, rckey=, rcdays=, rcseq=, location=, locationpkid=, pstnrtrkgroupid=10.66.68.157, pstnrtrkgroupchannelnum=2147483647, sipheader=, CallContext:, user.media.id: F5E5DCAC1000013A2038A09B0A4244A9, user.cvp\_server\_info: 10.66.68.169,, LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234  
364: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 12 [SIP\_LEG] - Processing,, [ICM\_TEMPORARY\_CONNECT], dialogueid=12, sendSeqNo=1, label=1234567890, correlationid=8922, callguid=F5E5DCAC1000013A2038A09B0A4244A9, rckey=209, rcdays=150430, rcseq=0, CallContext:, user.microapp.UseVXMLParams: N, user.microapp.app\_media\_lib: .., user.microapp.media\_server: http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234  
365: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 12 [SIP\_LEG] - Publishing,, [MsgBus:CONNECT], sslid=SYS\_SIP1, labelType=, label=1234567890, correlationid=8922, command=null, rckey=209, rcdays=150430, rcseq=0, CallContext:, user.microapp.UseVXMLParams: N, user.microapp.app\_media\_lib: .., user.microapp.media\_server: http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234  
427: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-443-SIP-304} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cpxzbgbgujotzle - [INBOUND] Handling CONNECT >>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352745213116 (ServerID)=CVP90.SYS\_ICM1: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] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8922 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 RouterCallKeyDay=150430 labeltype=-1 label=12345678908922 localOffset=-480 calllegid=cpxzbgbgujotzle >>STATE: isTabular=false isWriteable=false cursor=-1  
428: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-443-SIP-304} Using Outbound Proxy for sip:12345678908922@10.66.68.164:5060  
429: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-443-SIP-304} Found an incoming CISCO-GUID hdr : 4125482156-0268435770-0540582043-0172115113, Found an existing CVP-ID hdr: F5E5DCAC1000013A2038A09B0A4244A9  
430: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-443-SIP-304} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 - [OUTBOUND]: INVITE TO < sip:12345678908922@10.66.68.164:5060;transport=tcp> FROM 1231234 < sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]  
431: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 - [OUTBOUND]: Invitation proceeding 100  
432: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 - [OUTBOUND]: Invitation accepted - ack'ing  
433: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 - [OUTBOUND]: CountObserver() is >0 and sending Re-Invite to caller.  
434: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-444-SIP-305} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = 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)=Topic(CVP.SIP.CC.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], sslid=SYS\_SIP1, eventid=ANSWER, causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234  
367: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-445-ICM-96} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 12 [SIP\_LEG] - Publishing,, [ICM\_EVENT\_REPORT], dialogueid=12, sendSeqNo=2, eventid=ANSWER, causeCode=NONE,, LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234  
437: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DIALOG\_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cpxzbgbgujotzle - [INBOUND]: DsSipInviteDialog ack'ed  
438: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-446-SIP-306} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 - [OUTBOUND]: Updated by : CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cpxzbgbgujotzle - [INBOUND]: with event type INV\_ACKED  
439: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-446-SIP-306} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 - [OUTBOUND]: Acked the invite.  
232: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP\_9\_0\_IVR-7-CALL: {Thrd=http-8000-Processor24} VBServlet:service: HTTP Request from 10.66.75.241: { CALL\_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT\_TYPE=IOS, MSG\_TYPE=PING, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=12345678908922, CALL\_LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169, CALL\_UUI=, VERSION=CVP\_9\_0\_1\_0\_0\_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\_UII=, 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], sslId=SYS\_IVR1, mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=, pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:, user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,, LEGID = null, DNIS = 2003, ANI = 1231234

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

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

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

372: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 13 [IVR\_LEG] - Publishing,, [MsgBus:IALOGUE\_FAILURE], sslId=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:IALOGUE\_FAILURE (JMSTimestamp)=1352745214083 (ServerID)=CVP90.SYS\_ICM1: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\_UII=, 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], sslId=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 msecs

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 (JMSTimestamp)=1352745217094 >>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9 RouterCallKey=209 RouterCallKeySent=true causecode=13 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:33:37 PST 2012 label=12345678908922 localOffset=-480 eventId=6 calllegid=cpxzbgbgujotzle >>STATE: isTabular=false isWriteable=true cursor=-1

444: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cpxzbgbgujotzle - [INBOUND] DURATION (msecs) = 3994 - HANGUP with Call History12345678908922|-1;

445: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cpxzbgbgujotzle - [INBOUND]: Terminated with Q.850;cause=16

376: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 12 [SIP\_LEG] - Processing,, [MsgBus:CALL\_STATE\_EVENT], sslId=SYS\_SIP1, eventId=DISCONNECT, causeCode=CALLED\_PARTY\_DISCONNECTED,, LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234

377: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 12 [SIP\_LEG] - Publishing,, [ICM\_EVENT\_REPORT], dialogueId=12, sendSeqNo=3, eventId=DISCONNECT, causeCode=CALLED\_PARTY\_DISCONNECTED,, LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234

378: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 12 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 3 secs, 994 msecs

379: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 - Deleted call. Duration: 0 hrs, 0 mins, 3 secs, 994 msecs

Nov 13 01:56:33.138: //-1/xxxxxxxxxxx/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-e5f6b267-3ff58c1f-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/xxxxxxxxxxx/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\_UUI=&VERSION=CVP\_9\_0\_1\_0\_0\_634  
HTTP/1.1  
Host: 10.66.68.169:8000  
Content-Type: application/x-www-form-urlencoded  
Connection: close  
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml, application/voicexml, application/x-voicexml, text/plain, text/html, audio/basic, audio/wav, multipart/form-data, application/octet-stream  
User-Agent:\*\*MSG 61024 TRUNCATED\*\*  
\*\*MSG 61024 CONTINUATION #01\*\*ent: Cisco-IOS-C3825/15.1

Nov 13 01:56:33.486: HTTP/1.1 200 OK

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

Nov 13 01:56:33.498:

Nov 13 01:56:33.506: //7470709//HTTPC:/httpc\_write\_stream: Client write buffer fd(0):

GET  
/cvp/VBServlet?MSG\_TYPE=CALL\_NEW&CALL\_DNIS=12345678908922&CALL\_UUI=&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\_UUI=&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/xxxxxxxxxxx/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

## Analysis

For VRU call to work, the "MAX length of DNIS" and VRU label length must match. When the HTTP requests comes back from VXML Gateway with VRU label and Correlation ID together, CVP splits VRU label and Correlation ID based on the "MAX length of DNIS". If it doesn't match with what ICM is configured for VRU length, CVP will split the Correlation ID wrong, which eventually will be rejected by ICM. In this case, ICM sends VRU label 1234567890 and Correlation ID 8922. When CVP sends the Request Instruction, it sends Correlation ID 922. As a result, ICM complains that 922 is unknown Correlation ID. Since ICM didn't get any response of call with Correlation ID 8922, it times out as well. ICM has no knowledge that call with Correlation ID 8922 and 922 are part of same calls. So, for 922, it returns unknown ad for 8922 it timed out.

The image shows two screenshots from the Cisco Unified Customer Voice Portal. The top screenshot is the 'Edit Unified CVP Call Server Configuration' page, specifically the 'General Configuration' tab. The 'Maximum Length of DNIS' field is highlighted with a red box and set to '10'. The 'VRU Connection Port' is set to '5000'. The bottom screenshot is the 'Network VRU Explorer' window, showing a 'Label' configuration for 'Type10'. The 'Label' field is highlighted with a red box and contains the value '1234567890'. Other fields include 'Name: Type10', 'Type: Type 10', 'Routing client: CVPRC', and 'Customer: titan'.

## Issue 6: ICM/CVP sends wrong URL

### Media URL is incomplete

```
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 = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ. - [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 = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ. - [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=YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ. 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 pstnrtrkgrpsrscip=64.104.205.107 calldate=Tue Nov 13 10:47:27 PST 2012 calltypeid=4 localOffset=-480 calllegid=YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ. >>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, pstnrtrkgroupid=64.104.205.107, pstnrtrkgroupchannelnum=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=, pstnrtrkgroupid=64.104.205.107, pstnrtrkgroupchannelnum=2147483647, sipheader=, CallContext:, user.media.id: FB18F53A1000013A7AF65C0B0A4244A9, user.cvp\_server\_info: 10.66.68.169,, LEGID = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ., 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 = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ., 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 = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ., 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 = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ. - [INBOUND] Handling CONNECT >>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352832447818 (ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[,,,,,,] user.microapp.media\_server=http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false 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=YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ. >>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 = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ. - [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 = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ. - [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)=Topic(CVP.SIP.CC.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 = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ., 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\_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 = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ. - [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 = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ. - [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]: Acked 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, serviceld=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 (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 = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMmFlYmQ., 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 = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMmFlYmQ., 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)=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 = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMmFlYmQ. - [INBOUND] ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=1352832448910 (ServerID)=CVP90.SYS\_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=FB18F53A1000013A7AF65C0B0A4244A9 dnis=2003 causecode=0 timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMmFlYmQ. >>STATE: isTabular=false isWriteable=false cursor=-1

5754: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-183-SIP-4295} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=1352832448910 >>BODY: callguid=FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 RouterCallKeySent=true causecode=1 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13 10:47:28 PST 2012 label=12345678909000 localOffset=-480 eventid=6 calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMmFlYmQ. >>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 = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMmFlYmQ. - [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 = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMmFlYmQ., 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 = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNIMzllMmFIYmQ., DNIS = 2003, ANI = 1231234  
2000: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs, 108 msec  
1284: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP\_9\_0\_IVR-7-CALL: {Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from 10.66.75.241: { MSG\_TYPE=CALL\_RESULT, ERROR\_CODE=HANGUP(1), CALL\_ID=FB18F53A1000013A7AF65C0B0A4244A9, CALL\_SEQ\_NUM=2 }  
1285: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP\_9\_0\_IVR-7-CALL: {Thrd=http-8000-Processor22} VXMLManager:generateAckVXML: CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template 'Ack.template' for client: 10.66.75.241 clientType: IOS

Nov 14 02:10:28.042: //7471196//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\_UUI=&VERSION=CVP\_9\_0\_1\_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\_UUI=&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//HTTPC:/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><b>description</b> <u>The requested resource (/CVP/en-us/app/Welcome.wav) is not available.</u><p><hr size="1" noshade="noshade"><h3>Apache Tomcat/5.5.31</h3></body></html>
```

Nov 14 02:10:28.602:

Nov 14 02:10:28.646: //7471196//HTTPC:/httpc\_write\_stream: Client write buffer fd(1):

**GET /cvp/VBServlet?MSG\_TYPE=CALL\_RESULT&CALL\_ID=FB18F53A1000013A7AF65C0B0A4244A9&CALL\_SEQ\_NUM=1&ERROR\_CODE=9 HTTP/1.1**

Host: 10.66.68.169:8000

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

Connection: close

Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml, application/voicexml, application/x-voicexml, text/plain, text/html, audio/basic, audio/wav, multipart/form-data, application/octet-stream

User-Agent: Cisco-IOS-C3825/15.1

## Analysis

For Audio prompts to be played for correct locations, all required variables must be set properly. There are few variables that contributes to the url of the audio files. We need to make sure what ever variable is set, using those CVP will create the url for the audio file. And Audio files must be available in that location. It is also important to check what kind of Media Server in use. As there is tomcat for VXML Server which listen on port 7000, tomcat for Call Server which listen on 8000 as well as IIS which listen on port 80. In some cases, customer may have other webserver which can be used as Media Server as well. So, it is important that correct variables are set on ICM to create correct URL for the media files. And, the files needs to be in correct location on the media server as well.



## Media URL for VXML Server is incorrect

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.



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=, pstnrtrunkgroupid=, pstnrtrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=5, CallContext:, user.media.id: FB2840A51000013A02C6ADE80A4244A9,, LEGID = null, DNIS = 2003, ANI = 1231234

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

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

2292: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-455-ICM-829} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = 131 [IVR\_LEG] - Processing,, [ICM\_RUN\_SCRIPT\_REQ], dialogueid=131, sendSeqNo=1, invokedId=1, scriptId=GS,Server,V, scriptConfiguration=, ced=, callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=208, rcdays=150431, rcseq=1, CallContext:, user.microapp.app\_media\_lib:., user.microapp.media\_server: http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060

2293: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-455-ICM-829} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = 131 [IVR\_LEG] - Publishing,, [MsgBus:RUN\_SCRIPT\_REQ], ssid=SYS\_IVR1, requestId=1, scriptId=GS,Server,V, scriptConfig=, ced=, rckey=208, rcdays=150431, rcseq=1, switch\_leg\_ani=1231234, switch\_leg\_dnis=2003, CallContext:, user.microapp.app\_media\_lib:., user.microapp.media\_server: http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060

1502: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_IVR-7-CALL: {Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Received Call message : >>HEADERS: (JMSType)=MsgBus:RUN\_SCRIPT\_REQ (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] >>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909008 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=1 version=CVP\_9\_0 RouterCallKeyDay=150431 localOffset=-480 switch\_leg\_dnis=2003 switch\_leg\_ani=1231234 calllegid= scriptid=GS,Server,V requestid=1 >>STATE: isTabular=false isWriteable=false cursor=-1

1503: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP\_9\_0\_IVR-7-CALL: {Thrd=http-8000-Processor22} VXMLManager:generateVXML: CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template 'GetSpeech-External.template' for client: 10.66.75.241 clientType: IOS

1504: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP\_9\_0\_IVR-7-CALL: {Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from 10.66.75.241: { CALL\_ID=FB2840A51000013A02C6ADE80A4244A9, MSG\_TYPE=CALL\_RESULT, CALL\_SEQ\_NUM=1, ERROR\_CODE=MEDIA\_FILE\_NOT\_FOUND(9) }

1505: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP\_9\_0\_IVR-3-CALL\_ERROR: CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 External VXML located at http://10.66.68.169:7000/CVP/en-us/./Server.vxml resulted in a bad fetch (Client: 10.66.75.241) [id:3023]

1506: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP\_9\_0\_IVR-3-CALL\_ERROR: RunScript Error from 10.66.75.241 [MEDIA\_FILE\_NOT\_FOUND(9)] CALLGUID: FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 {VRUScriptName: 'GS,Server,V' ConfigParam: ''} [id:3023]

1507: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP\_9\_0\_IVR-7-CALL: {Thrd=http-8000-Processor21} CallMsgPublisher:sendRunScriptResult: CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Publishing RunScriptResult message: >>HEADERS: (JMSType)=MsgBus:SCRIPT\_RESULT >>BODY: callguid=FB2840A51000013A02C6ADE80A4244A9 floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: user.microapp.caller\_input= user.microapp.FromExtVXML=[, , ] user.microapp.error\_code=9 >>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909008 resultcode=false timezone=America/Los\_Angeles version=CVP\_9\_0 calldate=Tue Nov 13 11:04:11 PST 2012 localOffset=-480 calllegid= requestid=1 >>STATE: isTabular=false isWriteable=true cursor=-1

2294: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-457-ICM-830} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = 131 [IVR\_LEG] - Processing,, [MsgBus:SCRIPT\_RESULT], ssid=SYS\_IVR1, requestId=1, resultCode=false, ced=, CallContext:, user.microapp.error\_code: 9,, LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060

2295: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-457-ICM-830} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = 131 [IVR\_LEG] - Publishing,, [ICM\_RUN\_SCRIPT\_RESULT], dialogueid=131, sendSeqNo=2, invokedId=1, resultCode=false, ced=, newTransaction=false, CallContext:, user.microapp.error\_code: 9,, LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060

2296: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-458-ICM-831} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = 131 [IVR\_LEG] - Processing,, [ICM\_RELEASE], dialogueid=131, sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060

2297: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-458-ICM-831} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = 131 [IVR\_LEG] - Publishing,, [MsgBus:DISCONNECT], ssid=SYS\_IVR1, cause=NORMAL\_CALL\_CLEARING,, LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060

2298: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-459-ICM-832} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP\_LEG] - Processing,, [ICM\_RELEASE], dialogueid=130, sendSeqNo=2, cause=NORMAL\_CALL\_CLEARING,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY., 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 = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY., 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)=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 = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. - [INBOUND] ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (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=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. >>STATE: isTabular=false isWriteable=false cursor=-1

6048: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-461-SIP-4409} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:CALL\_STATE\_EVENT (JMSTimestamp)=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=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. >>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 = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. - [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 = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. - [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 = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. - [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 = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjkzZGI1NDY., 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 = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjkzZGI1NDY., DNIS = 2003, ANI = 1231234  
2302: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP\_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs, 201 msecs

GET

/cvp/VBServlet?MSG\_TYPE=PING&CALL\_DNIS=12345678909008&CALL\_ANI=sip:1231234@10.66.68.169:5060&ERROR\_CODE=0&RECOVERY\_VXML=flash:recovery.vxml&CLIENT\_TYPE=IOS&CALL\_ID=FB2840A51000013A02C6ADE80A4244A9&CALL\_LEGID=FB2840A51000013A02C6ADE80A4244A9-1352833450165150@10.66.68.169&CALL\_UUI=&VERSION=CVP\_9\_0\_1\_0\_0\_0\_634 HTTP/1.1

Host: 10.66.68.169:8000  
Content-Type: application/x-www-form-urlencoded  
Connection: close  
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml, application/voicexml, application/x-voicexml, text/plain, text/html, audio/basic, audio/wav, multipart/form-data, application/octet-stream  
User-Agent: 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\_UUI=&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"?>

```
<xml 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="CALLED" />
  <var name="FROM_EXTVXML0" />
  <var name="FROM_EXTVXML1" />
  <var name="FROM_EXTVXML2" />
  <var name="FROM_EXTVXML3" />
  <var name="DEBUG" expr="1" />
  <property name="com.cisco.media-logging-id" value="FB2840A51000013A02C6ADE80A4244A9" />
  <property name="fetchaudiodelay" value="2s" />
  <property name="fetchaudiominimum" value="5s" />

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

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

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

```

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

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

```

Nov 14 02:27:11.078: //7471240//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

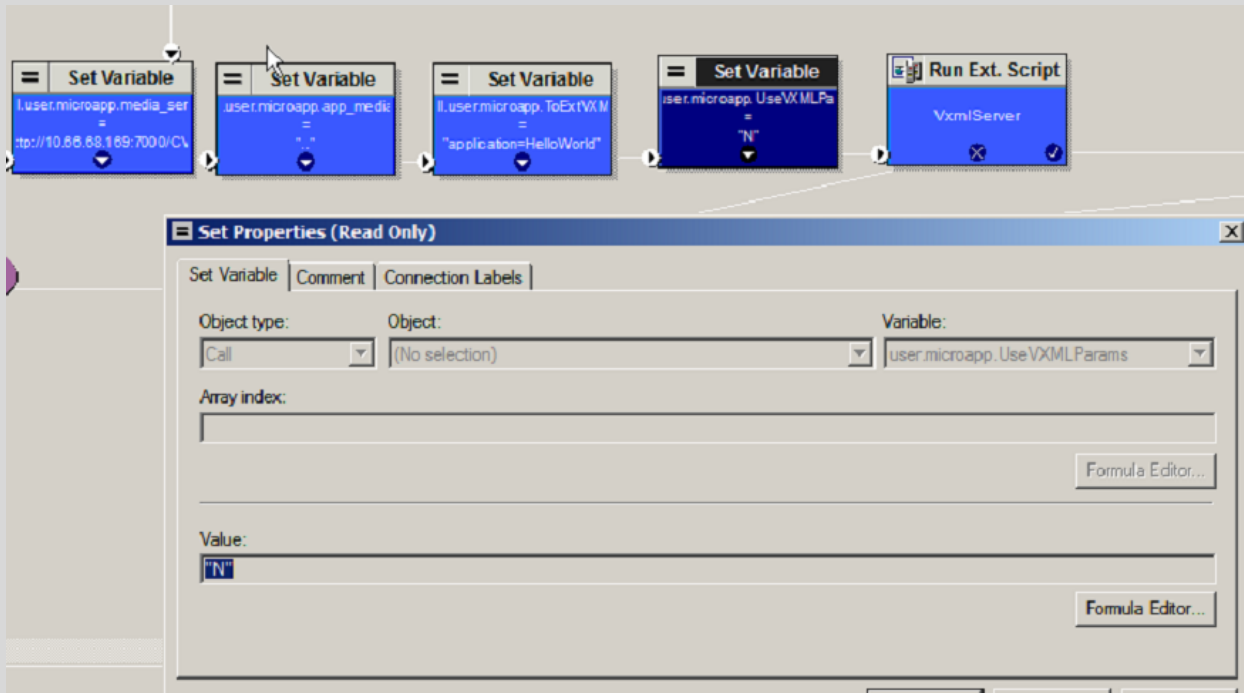
Connection: close

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

## Analysis

In ICM, UsexVXMLParams Variable must be set to "N" if VXML Server is in the call flow. If it is not set, CVP will add Server.vxml at the end of the URL which doesn't exist. As a result, VXML Server will return 400 error message and VXML Gateway will return error code 9 which means wrong URL.



## Issue 7: Sig Digit

### CVP has no route for VRU label after prepending sigdigit

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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [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=OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. 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 (JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352848286935 >>BODY: replyto=true callguid=FC0AA4D71000013A61C2A4310A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrtrkgrpsrscip=64.104.205.107 calldate=Tue Nov 13 15:11:26 PST 2012 calltypeid=4 localOffset=-480 calllegid=OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. >>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, pstnrtrkgroupid=64.104.205.107, pstnrtrkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, 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=, rcdays=, rcseq=, location=, locationpkid=, pstnrtrkgroupid=64.104.205.107, pstnrtrkgroupchannelnum=2147483647, sipheader=, CallContext:, user.media.id: FC0AA4D71000013A61C2A4310A4244A9, user.cvp\_server\_info: 10.66.68.169,, LEGID = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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, rcdays=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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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, rcdays=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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND] Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=Topic(CVP.ICM.CC.RESP.SYS\_SIP1) (JMSTimestamp)=1352848286950 (ServerID)=CVP90.SYS\_ICM1: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=OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. >>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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [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 (JMSTimestamp)=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=OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. >>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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND] ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=Topic(CVP.ICM.CC.EVENT.SYS\_SIP1) (JMSTimestamp)=1352848286966 (ServerID)=CVP90.SYS\_ICM1:ICM1:CVP90.MsgBus001 >>BODY: callguid=FC0AA4D71000013A61C2A4310A4244A9 dnis=2003 causecode=0 timezone=America/Los\_Angeles version=CVP\_9\_0 localOffset=-480 calllegid=OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. >>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=OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. >>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 = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234

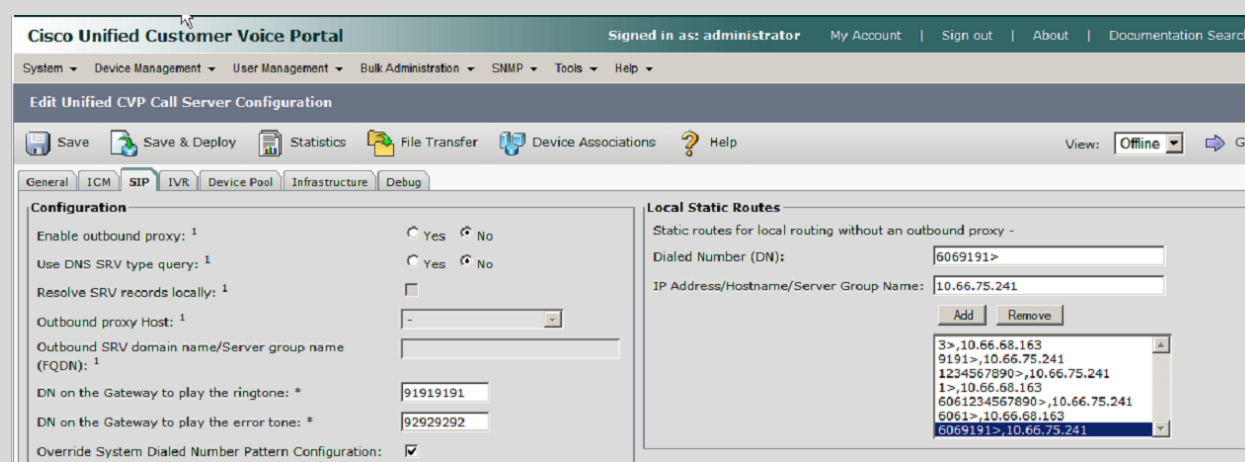
2434: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=139, sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL\_COMPLETION,, LEGID = OTImMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., 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

## Analysis

When SIG digit is used, CVP will prepend the SIG digit for all outgoing call from CVP before it looks for route. So, if static route is used, CVP must have the static route of VRU label prefixed with SIG digit. Same true for ringback number as well as Agent extension number routes. If proxy is used instead, proxy must have route for VRU label, Ringback number as well as Agent Extension with SIG digits prefixed.



## Issue 5: VXML Gateway Application is not configured for 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 = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk. - [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 = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk. - [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-CALL: {Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk. - [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=NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk. dn=2003 ani=1231234 uui=null calldate=Tue Nov 13 15:20:34 PST 2012 video=false cachecallcontext = false is\_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null  
6329: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW\_CALL (JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (JMSTimeStamp)=1352848834619 >>BODY: replyto=true callguid=FC13003B1000013A3987472D0A4244A9 ani=1231234 dnis=2003 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrtrkgprscip=64.104.205.107 calldate=Tue Nov 13 15:20:34 PST 2012 calltypeid=4 localOffset=-480 calllegid=NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk. >>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, pstnrtrkgrouppid=64.104.205.107, pstnrtrkgrouppchannelnum=2147483647, sipheader=, rckey=, rcdays=, 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=, rcdays=, rcseq=, location=, locationpkid=, pstnrtrkgrouppid=64.104.205.107, pstnrtrkgrouppchannelnum=2147483647, sipheader=, CallContext:, user.media.id: FC13003B1000013A3987472D0A4244A9, user.cvp\_server\_info: 10.66.68.169,, LEGID = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk., 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, rcdays=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 = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk., 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, rcdays=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 = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk., 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 = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND] Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=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=NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk. >>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 = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk. - [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 = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk. - [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)=Topic(CVP.SIP.CC.EVENT) (JMSTimeStamp)=1352848834635 >>BODY: callguid=FC13003B1000013A3987472D0A4244A9 RouterCallKey=216 RouterCallKeySent=false causecode=0 timezone=America/Los\_Angeles RouterCallKeySequenceNumber=0 version=CVP\_9\_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13 15:20:34 PST 2012 label=12345678909015 localOffset=-480 eventid=4 calllegid=FC13003B1000013A3987472D0A4244A9-1352848834619155 >>STATE: isTabular=false isWriteable=true cursor=-1  
2481: 10.66.68.169: Nov 13 2012 15:20:34.651 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-326-ICM-885} CALLGUID = FC13003B1000013A3987472D0A4244A9, DLGID = -1 [null] - Processing ,, [MsgBus:CALL\_STATE\_EVENT], ssid=SYS\_SIP1, eventid=ANSWER, causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234  
2482: 10.66.68.169: Nov 13 2012 15:20:34.651 -0800: %CVP\_9\_0\_ICM-7-CALL: {Thrd=pool-1-thread-326-ICM-885} CALLGUID = FC13003B1000013A3987472D0A4244A9, DLGID = 141 [SIP\_LEG] - Publishing ,, [ICM\_EVENT\_REPORT], dialogueId=141, sendSeqNo=2, eventid=ANSWER, causeCode=NONE,, LEGID = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk., 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 = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk. - [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 = NjE0M2E1ZDaxZTRjZjRINzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: with event type INV\_ACKED  
6344: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=pool-1-thread-327-SIP-5142} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]: Acked the invite.  
1716: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP\_9\_0\_IVR-7-CALL: {Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from 10.66.75.241: { CALL\_ID=FC13003B1000013A3987472D0A4244A9, CLIENT\_TYPE=IOS, MSG\_TYPE=PING, RECOVERY\_VXML=flash:recovery.vxml, CALL\_DNIS=60612345678909015,



CALL\_LEGID=FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169, CALL\_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=, pstnrtrunkgroupid=, pstnrtrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, 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=, pstnrtrunkgroupid=, pstnrtrunkgroupchannelnum=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:IALOGUE\_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:IALOGUE\_FAILURE (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 msecs

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 = NjE0M2E1ZDAxZTRjZjRlNzYzZGxNTE3YjBjMmYwOTk. - [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 = NjE0M2E1ZDAxZTRjZjRlNzYzZGxNTE3YjBjMmYwOTk. - [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=NjE0M2E1ZDAxZTRjZjRlNzYzZGxNTE3YjBjMmYwOTk. >>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 = NjE0M2E1ZDAxZTRjZjRlNzYzZGxNTE3YjBjMmYwOTk. - [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 = NjE0M2E1ZDAxZTRjZjRlNzYzZGxNTE3YjBjMmYwOTk., 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 = NjE0M2E1ZDAxZTRjZjRlNzYzZGxNTE3YjBjMmYwOTk., 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 = NjE0M2E1ZDAxZTRjZjRlNzYzZGxNTE3YjBjMmYwOTk. - [INBOUND]: Terminated with Q.850;cause=16

Nov 14 06:43:34.433: //-1/xxxxxxxxxxx/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\_UUI=&VERSION=CVP\_9\_0\_1\_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/xxxxxxxxxxx/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\_UUI=&CALL\_ANI=sip:1231234@10.66.68.169:5060&RECOVERY\_VXML=flash:recovery.vxml&CLIENT\_TYPE=IOS&CALL\_ID=FC13003B1000013A3987472D0A4244A9&ERROR\_CODE=0 HTTP/1.1**  
Host: 10.66.68.169:8000  
Content-Type: application/x-www-form-urlencoded  
Connection: close  
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml, application/voicexml, application/x-voicexml, text/plain, text/html, audio/basic, audio/wav, multipart/form-data, application/octet-stream  
User-Agent: Cisco-IOS-C3825/15.1

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

Nov 14 06:43:35.981: Message Rsp Decoded Headers:  
Nov 14 06:43:35.981: Date:Tue, 13 Nov 2012 23:20:36 GMT  
Nov 14 06:43:35.981: Transfer-Encoding:chunked  
Nov 14 06:43:35.981: Content-Type:text/html;charset=ISO-8859-1  
Nov 14 06:43:35.981: Connection:close  
Nov 14 06:43:35.981: headers:  
Nov 14 06:43:35.981: HTTP/1.1 500 Internal Server Error  
Server: Apache-Coyote/1.1  
SVR\_STATE: RUNNING  
QUERY\_STR:  
MSG\_TYPE=CALL\_NEW&CALL\_DNIS=60612345678909015&CALL\_UUI=&CALL\_ANI=sip:1231234@10.66.68.169:5060&RECOVERY\_VXML=flash:recovery.vxml&CLIENT\_TYPE=IOS&CALL\_ID=FC13003B1000013A3987472D0A4244A9&ERROR\_CODE=0  
Content-Type: text/html;charset=ISO-8859-1  
Transfer-Encoding: chunked  
Date: Tue, 13 Nov 2012 23:20:36 GMT  
Connection: close

Sent:

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

## Analysis

If Sig Digit is in use, and CVP has properly configured route for it, the call will arrive on VXML gateway with DNIS as Sig Digits + VRU label + Correlation ID. In addition to dial-peer 's "incoming called-number" which must match the the above combination, the bootstrap also should be configured with sig digit. If it is not configured, when VXML Gateway sends the New Call HTTP requests to CVP, it will not strip the digits, so CVP will send wrong Correlation ID based on the "Max length of DNIS" to ICM. So, call will eventually fail.

```
service bootstrap flash:bootstrap.tcl
paramspace english index 0
paramspace english language en
paramspace english location flash
paramspace english prefix en
param sigdigits 3
!
```

## Issue 8: Call Manager gets wrong VRU label to transfer

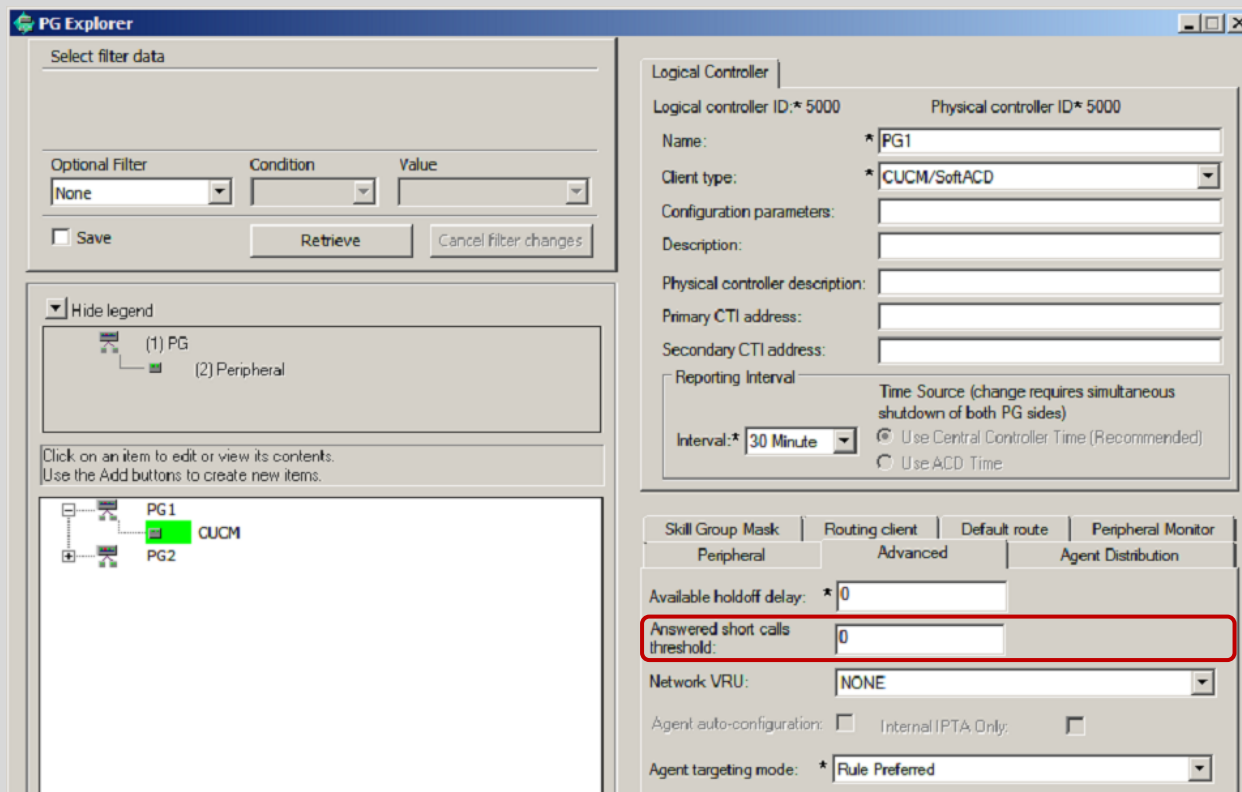
```
15:56:52:199 ra-rtr Trace: (65557 x 0 : 0 0) NewCall: CID=(150431,224), DN=2002, ANI=1753, CED=, RCID=5000, MRDID=1, CallAtVRU=0, OpCode=0
15:56:52:199 ra-rtr Trace: (65557 x 0 : 0 0) Correlation id for dialog is (9025).
15:56:52:199 ra-rtr Trace: (65557 x 9025 : 0 0) TransferToVRU: Label=9876543210, 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.
```

## Analysis

While CVP PG must have Network VRU configured, CUCM PG must not have Network VRU configured. If it is configured, ICM will assume that it can support correlation ID which CUCM doesn't. As a result, when JGW gets the message it will only receives the VRU label, not the Correlation ID appended. So, the call

will fail. But if no network VRU is configured, JGW will get the route as "VRU label + Correlation ID".



### Issue 9: Call Manager is not pre pending Sig Digits to VRU label

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: 00000000007188F01DA492C0000000 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: 00000000007188F01DA492C0000000 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: 00000000007188F01DA492C0000000  
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 : 60A955000001000000000022A344420A  
6527: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP\_9\_0\_SIP-7-CALL: {Thrd=DATAI.5} CALLGUID = 60A955000001000000000022A344420A 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 = 60A955000001000000000022A344420A 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 = 60A955000001000000000022A344420A 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=60A955000001000000000022A344420A 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 (JMSTimestamp)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352851432269 >>BODY: replyto=true callguid=60A955000001000000000022A344420A ani=1753 dnis=65432109026 timezone=America/Los\_Angeles version=CVP\_9\_0 pstnrtrkgrpsrscip=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 = 60A955000001000000000022A344420A, DLGID = -1 [null] - Processing ,, [MsgBus:NEW\_CALL], sslid=SYS\_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=10.66.68.163, pstnrtrkgroupid=10.66.68.163, pstnrtrkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4, CallContext=, user.media.id: 60A955000001000000000022A344420A,, 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=, pstnrtrkgroupid=10.66.68.163, pstnrtrkgroupchannelnum=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:IALOGUE\_FAILURE], sslid=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)=Topic(CVP.SIP.CC.EVENT) (JMSTimestamp)=1352851432285 >>BODY: callguid=60A955000001000000000022A344420A RouterCallKeySent=false causecode=1 timezone=America/Los\_Angeles version=CVP\_9\_0 calldate=Tue Nov 13 16:03:52 PST 2012 localOffset=-480 eventid=6 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]

## Analysis

If CVP is configured for Sig Digit, it will strip number of digit from called number. When CUCM sends the call with "VRU label + Correlation ID", CVP will strip some digit from the beginning, and the outcome will be wrong correlation ID sent to ICM. In this case, ICM sends VRU label 9876543210 and Correlation ID 9026. CUCM sends the call to CVP as 98765432109026. CVP is configured for sig digit = 3. So CVP will take out 987 as SIG digit. Then it will split the VRU label and Correlation ID based on MAX length of DNIS which is 10. Out of 65432109026, Correlation Id becomes 6 that is what CVP sends to ICM. And as expected, ICM return unknown Correlation ID 6, and times out for Correlation ID 9026. In this case, CUCM route pattern must prefix Sig Digit (in this case 606) to the VRU label Route to CVP.

**Route Pattern Configuration**

Save ✖ Delete 📄 Copy ➕ Add New

---

**Status**

📘 Status: Ready

---

**Pattern Definition**

Route Pattern*	9876543210!
Route Partition	< None >
Description	
Numbering Plan	-- Not Selected --
Route Filter	< None >
MLPP Precedence*	Default
Resource Priority Namespace Network Domain	< None >
Route Class*	Default
Gateway/Route List*	CVP_10.66.68.169 <span style="float: right;"><a href="#">(Edit)</a></span>
Route Option	<input checked="" type="radio"/> Route this pattern <input type="radio"/> Block this pattern <span style="margin-left: 20px;">No Error</span>

---

**Called Party Transformations**

Discard Digits	< None >
Called Party Transform Mask	
Prefix Digits (Outgoing Calls)	606
Called Party Number Type*	Cisco CallManager
Called Party Numbering Plan*	Cisco CallManager

## Conclusion

Troubleshooting “Send to VRU” or “Run Ext Script” may seem difficult at times, but following the right approach it can be very easy. Due to multiple application’s dependency, it may require to go through logs/trace from multiple devices. But here are the logical steps that can be followed:

1. Start with Router Logs. Identify if Router assigned VRU level and/or VRU script to run
2. Check with CVP logs how far into the message flow the call is into

The above two steps will give you a very good understanding of the call status and lead you to the next step whether to debug IOS VXML Gateway, VXML Server etc.

Hope this document demystifies the Troubleshooting of “Send to VRU” or “Run Ext Script”.