

Troubleshoot CVP Call Flow Analysis with VVB Server

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Introduction

This document describes trace analysis of Cisco Customer Voice Portal (CVP) with Cisco Virtual Voice Browser (VVB) as a VXML browser.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP with Cisco Unified Contact Center Enterprise (UCCE)
- Cisco VVB integrated with CVP
- CVP Comprehensive Call Flow

Components Used

The information in this document is based on these software and hardware versions:

- CVP 11.5
- UCCE 11.5
- VVB 11.5

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

Background Information

With the introduction of Cisco VVB as a VXML browser, here is a sample trace analysis in order to track signals between CVP, UCCE and VVB.

In this analysis, call is routed to CVP and after Interactive Voice Response (IVR) treatment, CVP routes the call to an available agent.

CVP and VVB log snippets can be identified by MIVR and CVP keywords in the traces.

CVP with VVB Call Flow Trace Analysis

New Call-Switch Leg

```
1937: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=DATAI.1} NEW CALL with guid=0F46E580000100000000007A0851430A legid=56A1AA52-345511E7-ABF1C227-5C85A942 dn=9876 ani=12345 uui=null calldate=Wed May 10 11:39:37 EST 2017 video=false cachecallcontext = false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
```

Number of active sessions

```
44241: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Core-router-group-0} --NEW SESSION CREATED--CALLGUID=0F46E580000100000000007A0851430A NUMBER OF ACTIVE SESSIONS= 1
```

New call on SIP SS

```
4281: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Processing from SIP_SS - [NEW_CALL] DialogID=0 SendSeqNo=0 DNIS=9876 ANI=12345 CED= rckey=0 rcdays=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=
```

New CALL- publishing to UCCE

```
4282: 192.0.2.11: May 10 2017 11:39:37.880 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Publishing to UCCE - [NEW_CALL] DialogID=46 SendSeqNo=1 DNIS=9876 ANI=12345 CED= rckey=0 rcdays=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=100 trunkNumber=0 serviceId=1 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables=user.media.id: 0F46E580000100000000007A0851430A, ECC arrays= Peripheral Variables=
```

Temporary connect -processing from UCCE

```
4283: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Processing from UCCE - , , [ICM_TEMPORARY_CONNECT], rckey=201, rcdays=152070, DNIS=9876, ANI=12345
```

Temporary connect -publishing to sip SS

4284: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Publishing to SIP_SS - [CONNECT] DialogID=46 SendSeqNo=0 Label=8888111111 TxrHint=false rckey=152070 rcday=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce=null callguid=0F46E580000100000000007A0851430A ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.app_media_lib: ..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.UseVXMLParams: N, ECC arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

Route matching for VRU label

1941: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-120-SIP-19461} Static route matched 88881111112 to StaticRoute: patterns like 888811111> will route to 192.0.2.12

1942: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-120-SIP-19461} Using Local Static Route for sip:88881111112@192.0.2.12

Invite to VXML GW-VRU Leg

1947: 192.0.2.11: May 10 2017 11:39:37.896 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-120-SIP-19461} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438037789633 - [OUTBOUND]: INVITE TO <sip:88881111112@192.0.2.12;transport=tcp> FROM "PSTN PHONE--CVP_11_5_1_0_1_0_344" <sip:12345@192.0.2.11:5060> EXPIRES[60] 100REL[Unsupported]

New call to VVB VRU Leg

195208: May 10 11:21:27.305 AEST %MIVR-JASMIN-7-UNK:[CALLID=0F46E580000100000000007A0851430A-149438037789633] NEW_CALL, GUCID=0F46E580000100000000007A0851430A; GUID=0256304512-0000065536-0000000122-0139543306; CallId=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11; URI=sip:88881111112@192.0.2.12;transport=tcp

CALL_NEW () from VVB to VXML server

189323: May 02 16:10:49.778 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370661959432] Browser.makeRequest(): got encoded uri=http://192.0.2.11:7000/CVP/Server?MSG_TYPE=CALL_NEW&CALL_DNIS=8888111111&CALL_ANI=sip%3A60006099%40..

.

Invitation accepted-VRU Leg

1951: 192.0.2.11: May 10 2017 11:39:38.067 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=DIALOG_CALLBACK.5} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438037789633 - [OUTBOUND]: Invitation accepted - ack'ing

Answer

1958: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-121-SIP-19462} Sending BUS MSG for Event Reportnew CSS:[EVENT_REPORT] DialogID=0 SendSeqNo=0 EventID=ANSWER CauseCode=CAUSE_NONE

Answer -processing from SIP SS

4285: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Processing from SIP_SS - [EVENT_REPORT] DialogID=0 SendSeqNo=0 EventID=ANSWER CauseCode=CAUSE_NONE

Answer -publishing to UCCE

4286: 192.0.2.11: May 10 2017 11:39:38.083 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] - Publishing to UCCE - [EVENT_REPORT] DialogID=46 SendSeqNo=2 EventID=ANSWER CauseCode=NONE

New Call [IVR] - processing from VXMLServer - New call with VRU + Correlation ID

44242: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A [IVR] - processing from VXMLServer - [NEW_CALL]
ClientNewCallEvent,sessionId=0F46E580000100000000007A0851430A ani=sip:12345@192.0.2.11:5060 dnis=88881111112 uui= callId=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 seqNo=1 invokationId=0 message=null ccbServletUrl= ccbServletReqTimeout=0

New Call-Publishing to ICM_SS

44243: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] [Publishing to ICM_SS] [NEW_CALL] DialogID=0 SendSeqNo=0 DNIS=88881111112 ANI=12345 CED= rckey=0 rcdays=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=

Correlation ID Routed Call

4287: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID = 0F46E580000100000000007A0851430A - Correlation ID routed call

[IVR-VRU_LEG_DIALOGUE]-processing from IVR_SS-[NEW_call]-VRU Leg Dialogue ID

4288: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from IVR_SS - [NEW_CALL] DialogID=0 SendSeqNo=0 DNIS=88881111112 ANI=12345 CED= rckey=0 rcdays=0 rcseq=0 uui= callguid=0F46E580000100000000007A0851430A trunkGroupId=0 trunkNumber=0 serviceId=0 calledNumber= location= locationpkid= pstntrunkgroupid= sipheader= ECC variables= ECC arrays= Peripheral Variables=

[Request_Instruction]-publishing to UCCE

4289: 192.0.2.11: May 10 2017 11:39:38.364 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to UCCE - [REQUEST_INSTRUCTION] DialogID=47 SendSeqNo=1 ANI=12345 DNIS=88881111112 correlationId=12 trunkGroupId=200 trunkNumber=0 serviceId=2 uui= calledNumber= location=

locationpkid= pstntrunkgroupid= pstntrunkgroupchannelnum=0 sipheader=
[RUN_SCRIPT_REQ]-[IVR_VRU_LEG_DIALOGUE]-processing from UCCE

4294: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Processing from UCCE - [RUN_SCRIPT_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib: ..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

[RUN_SCRIPT_REQ]-[IVR_VRU_LEG_DIALOGUE] - Publishing to IVR_SS

4295: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] - Publishing to IVR_SS - [RUN_SCRIPT_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib: ..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

[RUN_SCRIPT_REQ]-[IVR] processing from ICM_SS

44250: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] [processing from ICM_SS] [RUN_SCRIPT_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib: ..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

[RUN_SCRIPT_REQ]-[IVR]- Publishing to VXML server

44251: 192.0.2.11: May 10 2017 11:39:47.536 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] - Publishing to VXMLServer - [RUN_SCRIPT_REQ] DialogID=47 SendSeqNo=2 InvokeID=2 scriptId=GS,Server,V scriptConfiguration= ANI=12345 ced=complete callguid=0F46E580000100000000007A0851430A rckey=201 rcdays=152070 rcseq=1 uui= featureType=0 featureParam1= _featureParam2= ECC variables=user.media.id: 0F46E580000100000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib: ..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input: complete,user.microapp.UseVXMLParams: N, ECC arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143, Peripheral Variables=

VVB AUDIUM_Root(AUDIUM_VXML)

178107: May 02 16:07:47.410 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] application (Root document):
/CVP/Server?audium_root=true&calling_into=HelloWorld

VVB ROOT Document

178424: May 02 16:07:56.480 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] VoiceBrowser.invokeRootDocument:
[URI=http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld fragment=null]

VVB loadbAndParse

178430: May 02 16:07:56.481 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] VXMLDocumnet.loadbAndParse(): fetching
(http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld) timeout attribute=0

VVB browser make request

178435: May 02 16:07:56.481 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Browser.makeRequest(): got encoded
uri=http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld

VVB Fetch VXML doc

178444: May 02 16:07:56.489 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Browser.fetchVxml(): got doc from new VxmlDocStream(type: 1, cnt:
com.cisco.wf.cache.http.CachedURLConnection:http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld, cachable: true, isFromCache: false, lastModified: 0)

###VVB successfully fetched

178445: May 02 16:07:56.489 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Successfully fetched bytes: 0, duration(s): 0.008, URI:
http://192.0.2.11:7000/CVP/Server?audium_root=true&calling_into=HelloWorld

VXML Content

Content of VXML Document

<?xml version="1.0" encoding="UTF-8"?>

<vxml version="2.0">

.....

VVB SUBMIT POST ()

178480: May 02 16:07:56.494 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): goto req=http://192.0.2.11:7000/CVP/Server

178481: May 02 16:07:56.494 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): req's method=post

Result of the SUBMIT post

178506: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-

149370359030630] Fetch: HTTP 200 OK
178507: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Browser.fetchVxml(): got doc from new VxmlDocStream(type: 1, cnt: com.cisco.net.www.protocol.http.HttpURLConnection:http://192.0.2.11:7000/CVP/Server, cachable: false, isFromCache: false, lastModified: 0)
178508: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Successfully fetched bytes: 0, duration(s): 0.004, URI: http://192.0.2.11:7000/CVP/Server

Handle Element

178603: May 02 16:07:56.509 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): goto req=http://192.0.2.11:7000/CVP/Server
178604: May 02 16:07:56.509 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] GotoRequest.handleSubmitElement(): req's method=post

Creates new Query

178510: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] Content of POST query:
audium_vxmlLog=
178511: May 02 16:07:56.500 AEST %MIVR-SS_VB-7-UNK:Content of VXML Document:
<?xml version="1.0" encoding="UTF-8"?>
<vxml version="2.0" application="/CVP/Server?audium_root=true&calling_into=HelloWorld">
<form id="audium_start_form">
<block>

Result of post (Audio Load)

178579: May 02 16:07:56.503 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] <audio> src:/CVP/audio/helloworld_audio.wav expr:
178580: May 02 16:07:56.503 AEST %MIVR-SS_VB-7-UNK:[CALLID=43A31C0000010000000000790851430A-149370359030630] checkWriteOnDiskForVVB: Setting Disk write to true for VVB

[RUN_SCRIPT_RESULT][IVR]- processing from VXMLServer

44257: 192.0.2.11: May 10 2017 11:39:50.927 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] - processing from VXMLServer - [RUN_SCRIPT_RESULT] DialogID=0 SendSeqNo=0 InvokeID=0 Result=1 CED= newTransaction=0 ECC variables= ECC arrays= Peripheral Variables=

[RUN_SCRIPT_RESULT][IVR]-publishing to ICM_SS

44248: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP_11_5_IVR-7-CALL: {Thrd=Event-router-group-0} CALLGUID=0F46E580000100000000007A0851430A CALLID=0F46E580000100000000007A0851430A-149438037789633@192.0.2.11 [IVR] [Publishing to ICM_SS] [RUN_SCRIPT_RESULT] DialogID=0 SendSeqNo=0 InvokeID=1 Result=1 CED=complete newTransaction=0 ECC variables=user.microapp.error_code: 0,user.microapp.metadata: N|000|01|00|00|009141|GS,Server,V,user.microapp.caller_input: complete, ECC arrays= Peripheral Variables=

[RUN_SCRIPT_RESULT][IVR_VRU_LEG_DIALOGUE]-Processing from IVR_SS- Result=1

4292: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-

group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Processing from IVR_SS - [RUN_SCRIPT_RESULT] DialogID=0 SendSeqNo=0 InvokeID=1 Result=1
CED=complete newTransaction=0 ECC variables=user.microapp.error_code: 0,user.microapp.metadata:
N|000|01|00|00|009141|GS,Server,V,user.microapp.caller_input: complete, ECC arrays= Peripheral
Variables=

[RUN_SCRIPT_RESULT][IVR_VRU_LEG_DIALOGUE]-Publishing to UCCE

4293: 192.0.2.11: May 10 2017 11:39:47.521 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Publishing to UCCE - [RUN_SCRIPT_RESULT] DialogID=47 SendSeqNo=2 InvokeID=1 Result=1
CED=complete newTransaction=0 ECC variables=user.microapp.error_code: 0,user.microapp.metadata:
N|000|01|00|00|009141|GS,Server,V,user.microapp.caller_input: complete, ECC arrays= Peripheral
Variables=

Agent becomes available and ICM cancel the VXML operation

4296: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} 47CALLGUID=0F46E58000010000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE]sending
ICMEvent, sessionId=0F46E58000010000000007A0851430A callId=null dialogId=47 sourceId=null
systemType=ICM mediatype= dnis= ani= srcAddress=
locationsiteid=sessionId=0F46E58000010000000007A0851430A callType=0 cacheCallContext=false
postcallsurveycall=false icmMessage=DIALOGUE_FAILURE_CONF

[Dialogue_failure_conf]-[IVR_VRU_LEG_DIALOGUE publishing to UCCE]

4297: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Publishing to UCCE - [DIALOGUE_FAILURE_CONF] DialogID=47 SendSeqNo=3 InvokeId=2
ErrorCode=E_OPERATION_CANCELLED

[CANCEL]-Processing from UCCE

4298: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Processing from UCCE - [CANCEL] DialogID=47 SendSeqNo=3 InvokeID=3 ReqID=2

[Connect] processing from UCCE

4300: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Processing from UCCE - [CONNECT] DialogID=46 SendSeqNo=2 Label=4001 TxrHint=false rckey=152070
rcday=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce=
callguid=0F46E58000010000000007A0851430A ECC variables=user.media.id:
0F46E58000010000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib:
..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input:
complete,user.microapp.UseVXMLParams: N, ECC
arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E58000010000000007A085143,
Peripheral Variables=

[Connect] publishing to SIP_SS-label 4001

4301: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E58000010000000007A0851430A DialogId=46 [SIP_SWITCH_LEG_DIALOGUE] -
Publishing to SIP_SS - [CONNECT] DialogID=46 SendSeqNo=2 Label=4001 TxrHint=false rckey=152070
rcday=152070 rcseq=0 location= locationpkid= sipheader= uui= whisperAnnounce=
callguid=0F46E58000010000000007A0851430A ECC variables=user.media.id:
0F46E58000010000000007A0851430A,user.microapp.error_code: 0,user.microapp.app_media_lib:


```
..,user.microapp.media_server: http://192.0.2.11:7000/CVP,user.microapp.caller_input:
complete,user.microapp.UseVXMLParams: N, ECC
arrays=USER_MICROAPP_TOEXTVXML[0]:application=HelloWorld;callid=0F46E580000100000000007A085143,
Peripheral Variables=
```

Route Matching-agent Leg

```
1968: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-
SIP-19464} Static route matched 4001 to StaticRoute: patterns like 400> will route to
10.66.75.51
1969: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-
SIP-19464} Using Local Static Route for sip:4001@10.66.75.51
```

VRU LEG disconnects

```
4302: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Processing from UCCE - [RELEASE] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR
```

[Disconnect] publishing [disconnect]

```
4303: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID = 0F46E580000100000000007A0851430A, DLGID = 47 [IVR_VRU_LEG_DIALOGUE] -
Publishing [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR, LEGID =
0F46E580000100000000007A0851430A-149438037789633@192.0.2.11, DNIS = 888811111112, ANI = 12345
```

[Disconnect] publishing to IVR_SS

```
4304: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_ICM-7-CALL: {Thrd=Event-router-
group-0} CALLGUID=0F46E580000100000000007A0851430A DialogId=47 [IVR_VRU_LEG_DIALOGUE] -
Publishing to IVR_SS - [DISCONNECT] DialogID=47 SendSeqNo=4 Cause=E_NO_ERROR
```

VVB Disconnect

```
178207: May 02 16:07:56.190 AEST %MIVR-SS_VB-7-UNK: [CALLID=43A31C0000010000000000790851430A-
149370359030630] Content of POST query:
```

```
audium_vxmlLog=
```

```
178208: May 02 16:07:56.191 AEST %MIVR-SS_VB-7-UNK:Content of VXML Document:
```

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<vxml version="2.0">
```

```
<catch event="vxml.session.error">
```

```
<return event="vxml.session.error" />
```

```
</catch>
```

```
<catch event="telephone.disconnect.hangup">
```

```
188680: May 02 16:10:49.431 AEST %MIVR-SS_VB-7-UNK: [CALLID=43A31C0000010000000000790851430A-
149370359030630] traverseDialog: id=Disconnect
```

```
196326: May 10 11:21:40.066 AEST %MIVR-JASMIN-7-UNK: [CALLID=0F46E580000100000000007A0851430A-
149438037789633] SIP-ltp6-88881111*, State=CONNECTED: setDisconnected processTerminated,
cause=NORMAL
```

Ring Back Leg

1972: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Static route matched 91919191 to StaticRoute: patterns like 91919191> will route to 192.0.2.12

1973: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} Using Local Static Route for sip:91919191@192.0.2.12

Invite to VXML GW

1978: 192.0.2.11: May 10 2017 11:39:50.661 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039066134 - [OUTBOUND]: INVITE TO <sip:91919191@192.0.2.12;transport=tcp> FROM "PSTN PHONE--CVP_11_5_1_0_1_0_344" <sip:12345@192.0.2.11:5060> EXPIRES[10] 100REL[Unsupported]

Sending Message (NB): INVITE sip:91919191@192.0.2.12;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 192.0.2.11:5060;branch=z9hG4bKKIR8MEBv53bzAj6MuGd1vw~-132

Max-Forwards: 67

To: <sip:91919191@192.0.2.12;transport=tcp>

From: "PSTN PHONE--CVP_11_5_1_0_1_0_344" <sip:12345@192.0.2.11:5060>;tag=ds789c1a64

Call-ID: 0F46E580000100000000007A0851430A-149438039066134@192.0.2.11

CSeq: 1 INVITE

Content-Length: 0

Contact: <sip:12345@192.0.2.11:5060;transport=tcp>

Expires: 10

User-Agent: CVP 11.5 (1) ES-1 Build-344

Call-Info: <sip:10.66.74.114:5060>;purpose=x-cisco-origIP

Remote-Party-ID: "PSTN PHONE--CVP_11_5_1_0_1_0_344"

<sip:12345@192.0.2.14>;party=calling;screen=yes;privacy=off

Date: Wed, 10 May 2017 01:17:58 GMT

Min-SE: 1800

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

Allow-Events: telephone-event

X-Cisco-CCBProbe: id:192.0.2.14;loc:donnaielab;trunks:10

Session-Expires: 1800

Cisco-Gucid: 0F46E580000100000000007A0851430A

Supported: timer

Supported: resource-priority

Supported: replaces

Supported: sdp-anat

App-Info: <192.0.2.11:7000:7443>;ringtone=ringback.wav

Ringback tone is established with caller

2007: 192.0.2.11: May 10 2017 11:39:50.771 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-128-SIP-19468} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039066134 - [RING-OUT]: Notifying that ringtone is established 200 OK with caller.

Agent Leg Invite to CUCM

2013: 192.0.2.11: May 10 2017 11:39:50.771 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-123-SIP-19464} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-149438039077135 - [OUTBOUND]: INVITE TO <sip:4001@10.66.75.51;transport=tcp> FROM "PSTN PHONE--CVP_11_5_1_0_1_0_344" <sip:12345@192.0.2.11:5060> EXPIRES[60] 100REL[Unsupported]

Call connected

2049: 192.0.2.11: May 10 2017 11:39:58.817 +1000: %CVP_11_5_SIP-7-CALL: {Thrd=pool-1-thread-130-SIP-19471} CALLGUID = 0F46E580000100000000007A0851430A LEGID = 0F46E580000100000000007A0851430A-

149438039077135 - [OUTBOUND]: Acked the invite.

Related Information

- [Technical Support & Documentation - Cisco Systems](#)